

# Ramsey Dental Group

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**Lady-Jean Ramsey, DMD**

**Brian V Gilmore, DDS**

Dear Patient,

Our goal is to provide excellent and timely dental care to you, your family and equally to every patient in our practice. We are providing the following information concerning your responsibilities and outcomes:

- There is a no-show policy for all Ramsey Dental Group patients-a copy of this policy is available each time you make an appointment.
- When you fail to be present for you appointment by your scheduled time, you are considered a "no-show-patient." Ramsey Dental group will keep track in your chart of each of these "no-show-patient" appointments.
- No-shows are defined as a patient who did not call/show up for their appointment. Patients who call to cancel their appointment without 24 hour notice prior to their appointment will be noted as an appointment change without adequate notice. We require adequate notice so that the time may be given to another patient who is in need.
- You will be sent a no-show letter or cancellation (with less than 24 hour notice) letter if it occurs. A copy is maintained in your chart.
- When three missed appointments have occurred without proper notice, you will considered for termination of dentist and patient relationship.
- The Dental Manager and the doctor will review that chart prior to termination of the dentist and patient relationship.
- If termination is authorized, a termination letter will be prepared and sent to you via certified mail.
- You have 30 days to find a new provider. During this time, you can be seen on a limited basis for services we define as emergent at the clinic.
- If terminated from the practice, your new provider will be provided a copy of your dental record upon written request.

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Patient/Guarantor Signature

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Date

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Printed Patient Name

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Date of Birth