### MISSED DENTAL APPOINTMENT LETTER

July 31, 20XX

Mr. John Byrd  
52 Rome Avenue

Dear Mr. Byrd,  
This letter is to inform you that you missed your dental appointment with Dr. Ronald Davidson, scheduled on July 27, 20XX, at 1:00 pm. We understand that sometimes a patient is unable to make a scheduled appointment due to unforeseen circumstances. However, we require patients to cancel appointments within 24 hours of a scheduled visit. You received a copy of this policy on your first visit and we have the signed copy on file.

I am sure you are aware that missing an appointment prevents us from giving you the care you need. However, it is also detrimental to us because it prevents us from scheduling another patient who needs dental care as well. When appointments are missed, our talented staff sits idle, as does Dr. Davidson. I am sure you understand we cannot run a successful practice by continually allowing missed appointments.

According to our records, this is the third dental appointment you have missed in a 12-month period. The first missed appointment was on February 11, 20XX and the second on May 25, 20XX. We waived the missed appointment fees of $100 each for the first two missed appointments. Unfortunately, we cannot waive the fee for a third missed appointment. This fee is not covered by insurance. We are enclosing a bill with this letter and respectfully request that you pay it promptly on receipt.

You are a highly valued patient at Davidson Dental. We schedule appointments so that each patient has the time and attention he or she deserves. Dr. Davidson would like to continue to see you as a patient and to proceed with the dental plan of treatment that is already in place. Please call our office at 299-877-0980 to reschedule your appointment or if you have any questions concerning this letter.

Sincerely,  
Lisa Spelling  
Office Manager  
Davidson Dental Office