



*Darren L. Flowers DMD*  
EXCEPTIONAL DENTISTRY FOR A BRILLIANT SMILE

Dr. Darren L Flowers, DMD  
**Policy Changes Effective 2010**

Thank you for choosing our office for your dental needs. Due to your kind patronage, we have experienced tremendous patient growth over the past 10 years; this has necessitated a review of our office policies.

Please note the following items that we have implemented. We ask that you **check each item and kindly sign the bottom of the page.**

We appreciate your co-operation and understanding as we strive to provide you with the best service.

\_\_OFFICE HOURS: Monday, Tuesday, Thursday **7am-5pm**  
Wednesday **9am-5pm**  
Friday **By appointment only**

\_\_APPOINTMENTS:

Please be on time for your appointment. Dr. Flowers, Audrey and Paige try to honor the schedules, but due to the nature of dentistry, there are often unforeseen delays and emergencies. If the timing is critical to your schedule and we are running late, please notify the front office and you will be rescheduled if that is your choice.

\_\_CANCELLATIONS:

We ask that you call us as soon as possible if you need to cancel an appointment- 24 hours is our policy. This courtesy on your part will enable us to use that appointment slot for someone else, and you will avoid being charged \$25 for canceling an appointment.

\_\_LATE ARRIVALS:

We understand that things happen that can delay your getting to our office on time, however, if you are late for your appointment you should expect to wait. The front office will have to check with the Dr and/or Hygienist to determine if there is time enough to see you. Please be aware that you may be asked to reschedule your appointment.

\_\_WALK-INS:

Our office visits are by appointment only and the phone lines open at 7am. If you walk-in and want to be seen we will do our best to find an appointment slot for you. Please do not assume that you will be seen immediately; set appointments take precedence.

\_\_NO-SHOWS:

There will be a charge of \$25 for each missed appointment. After 3 "No-Shows" you may be asked to seek dental care elsewhere and you may be discharged from our office.

\_\_OTHER NOTES:

Foul, abusive and threatening language and behavior in the office and towards our staff will not be tolerated and will result in your being discharged from the practice and your insurance company notified.

Signed \_\_\_\_\_

Date \_\_\_\_\_