

**Dr. Craig Callen & Associates**

**552 South Trimble Road**

**Mansfield, Ohio 44906**

**DELINQUENT ACCOUNT:**

Any delinquent account may be placed with a collection agency if we are unable to work out a financial solution. Accounts placed with a collection agency will be assessed an additional charge up to 1.5% per month. If your account is placed with a collection agency and legal action is initiated, you will be responsible for any amount due, including but not limited to interest, fees, and/or expenses incidental to the principal obligation prior to a judgment being rendered against you.

**BROKEN APPOINTMENTS:**

When you miss an appointment or change on short notice, it affects many people. The time is reserved just for you. Missed appointments delay your treatment, but it also takes time away from other patients and leads to higher overhead and increased fees. **We request a two day notice of any change.**

**Our policy is:**

**1st broken appointment/short notice change** - We will waive our usual \$100 missed appointment/late cancellation fee. **We request a two day notice of any change.**

**2nd broken appointment/short notice change** - A \$100 charge will be reflected on your statement and a \$100 deposit for reserving your next appointment time.

**3rd broken appointment/short notice change** - A \$100 charge on your statement plus a \$100 deposit for reserving your next appointment time. If you are unable to keep this appointment and do not give us at least 2 business days notice you will forfeit this deposit.

Of course, we understand there are legitimate reasons patients have to occasionally miss appointments. Every situation will be weighed on its own merits.

Thank you for understanding our policy and for your consideration.

**I/We the undersigned acknowledge and agree to the terms and conditions of Craig C. Callen, D.D.S. & Associates including but not limited to the fees and conditions contained herein.**

Patient Signature \_\_\_\_\_ Date \_\_\_\_\_