

Mission:

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.



Rick Scott
Governor

John H. Armstrong, MD, FACS
State Surgeon General & Secretary

Vision: To be the **Healthiest State** in the Nation

APPOINTMENT UTILIZATION POLICY

The Florida Department of Health in Walton County (DOH-Walton) strives to improve the oral health of our patients, and we want to maximize our appointment utilization so that we can provide timely service to our patients. **No show (broken), and cancelled** appointments severely hamper these goals.

A **no show** or **broken** appointment: The patient fails to show up to a scheduled appointment on time and did not notify the clinic. The patient will not be offered another appointment for four months.

A **cancelled** appointment: The patient is unable to make their appointment but did notify the clinic 30 min to 24 hours prior to the appointment. Two cancellations during a six month period will result in the patient not being offered another appointment for four months. A phone call really helps us to utilize the slot for another patient.

We will make every effort to remind patients of their appointments, but it is ultimately the patient's (or parent's) responsibility to keep their appointment.

John P. Ottesen, DDS DOH-Walton Dental Director	Effective Date

I have read and understand the above policy:

Printed Name: _____

Signature: _____

Date: _____