

We need your help!

We know that this communication may not pertain to you. However, all of our patients can be affected by the problem so we thought that everyone should receive this email.

Very simply, the **problem** is “no shows”, “last minute cancellations” and “late arrivals” for appointments.

When we schedule an appointment for a patient we set aside time **exclusively** for that appointment. The treatment room is sterilized, appropriate instruments are prepared and the patient’s chart is thoroughly reviewed prior to the appointment. In addition, any precision lab work needed (such as crowns, bridges, veneers and other elements) is crafted and scheduled for that patient’s arrival. In other words, our goal is to be thoroughly prepared for every patient.

Unfortunately, when patients cancel on short notice or fail to show **all of this preparation is wasted**. In addition, many other patients who would have liked that appointment time had to be scheduled into the future, forcing them to cope without treatment for longer than necessary.

Late arrivals can also be a problem. Generally, when we fail to start your treatment at the appointment time it is because **a patient arrived late earlier in the day** and we strived to accommodate them.

Again, we know that these issues may not pertain to you. However, we thought you should know how they can affect you indirectly.

So we’re asking everyone a favor! Please help us provide you and all of our patients with the best possible care in the following ways:

- Remember that each of your appointments are set aside exclusively for you or your family members.
- Please help us by **arriving on time** for your appointments or helping your family members to do the same.
- When absolutely necessary to **reschedule** an appointment – please give us at least **48 hours advanced notice**.

Thank you so much for your help. **We truly enjoy having you as a patient at Kwon Dentistry!**

Thank you,

Robin Kwon, D.D.S & Team

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