

Alvin Family Dental

112 W. House St.

Alvin, TX. 77511

281-968-7048

June 1,2023

Dear Alvin Family Dental, Patients:

First and foremost, we want to thank you for trusting us since August 2014 as your local dental provider. We know you have many options for dental care. The fact you choose us we are forever grateful.

Over the last few years, we **ALL** have seen hardships with COVID and the current state of our country's economy. We have been patient and have exhausted all means to ensure you and your family have the safest and highest standard of care we can provide.

Unfortunately, we have seen an increase in poor appointment attendance and/or disrespect that is given to myself and my staff. Due to this, we have adopted a 3 strikes you're out policy and we feel this is the safest resolution for all parties. We will follow the following below:

_____ -If you or your family members are unable to keep appointments and you do not provide a **24-hour** call notice or cancellation. After three missed appointments including same day rescheduling, we will have no choice but to dismiss you and your family from our practice. Appointments are prescheduled by the patient, not the office. You must ensure you can attend. **You will be sent an automatic dismissal letter with instructions on how to find a new dental home and obtain your patient record.**

_____ -If you or your family members have a record of poor **conduct/respect/argumentative** behavior with me or any of my staff members you will be dismissed from our practice. This includes in office or over the phone. We understand frustration with treatment and finances. Unfortunately, this does not allow anyone to be disrespectful. **You will be sent an automatic dismissal letter with instructions on how to find a new dental home and obtain your patient record.**

As this is the last thing we would like, we no longer feel it fair for all parties involved to suffer for any reason. By initialing and signing you acknowledge and understand my new office policy update.

Thank you for being a part of our dental family!

Thank you,

Dr. Ahmad Jafri

Patient Name

Signature of patient or parent/guardian

Date