

Status Document

This document shows your current status at this clinic based on timeliness, showing up, and working well with the staff such that we can continue to treat you safely and see all of our patients in need.

Regular Standing	☐	You have been on time and present for all appointments. You can continue to schedule regular appointments
Issue		Status
Late arrival; 10-20	☐	Early Check-In: You must arrive 15 minutes early to your next
Late 20+ minutes	☐	Super Early Check-ins: Your late appt may be canceled. You may reschedule but must arrive 1 hour before the appointment time. If you don't arrive 1 hour early the appointment will be cancelled automatically and you will be treated as No Call, No Show (see below).
No Call, No Show; Missed appointment with no notice given	☐	Saturday Standby: First come, first served starting at 9am each Saturday. Call or text Friday to confirm if Dr. will be taking any Saturday Standbys. There are only two slots for Saturday Standby. The person in the seat closest to the door will be seen first. The person in the chair further from the door will be seen second. Outside doors may be locked until 9 AM. Any fighting or attitude at Saturday Standby will result in dismissal.
Disrespecting staff; Bad attitude; Arguing; Your expectations cannot be met, etc: The dentist may dismiss you at any time.	☐	Dismissed. You will no longer be able to schedule or be seen at this clinic
Arriving Early is the best way to prevent issues with status.		
Do not take status personally. We understand you may feel treated unfairly. This is a system to help us keep all our patients treated. Accept it and move on. Positive attitude is the way.		
Can't make it? Contact us at least 48 hours before your appointment so we have time to give your time to another patient. With 48hr notice we can reschedule you without changing your status.		
If there's a chance you won't make it, you need to move to a more secure time. Transportation failure is not a valid excuse. If you have questionable transportation, plan for an early arrival.		
If you feel you are getting sick, cancel your appointment immediately, ideally 24+ hours ahead. Canceling right before your appointment looks like you are lying due to poor planning.		
Once you have status issues you will stay at that status level, except for Saturday Standby. If you successfully get 2 Saturday Slots you can be moved to Early Check-In		
A Work Emergency is not a valid excuse. If there's a chance you'll have work conflicts at the time of your appointment, do not schedule for that slot or reschedule with at least 48hr notice.		
A Medical Emergency must be documented with a Medical Note		
Severe Weather will result in some exceptions, but bad weather does not automatically cancel any appointments. Certain cancelations due to weather might not result in a status change.		
Sundrop Dental Clinic -- Call or Text 801.648.0503 (extention 3 when calling)		