

How We Confirm Your Appointments

We understand that most people are very busy and can probably use a little reminder of upcoming appointments. We would like for this to be of help to you and not a nuisance. We can customize how we remind you if you would desire so please let us know if you would like for us to change something. We confirm in multiple ways:

E-Mail

If we have an e-mail address, you should receive a reminder 3 days prior to your appointment. **On this e-mail, you have an option to confirm.** If we receive a confirmation by the end of the next business day, you will not receive any further notification from us.

If you have signed up for our T-Link service and have set up a **Family Account**, the account guarantor will receive e-mail notification for everyone else in the family as well.

Automated Phone Message

If we do not have an e-mail address or we do not receive a confirmation from you in time, you will receive an automated phone message from our office reminding you of your appointment sometime between 6:00 and 8:00 pm two days prior to your appointment. This message will go to your home phone number. If you would prefer that it go to a different number, please let us know.

When you receive this message, please listen to the entire message. There will be an option to confirm your appointment. **Please confirm this message.** Otherwise, you will receive another phone call from us the following day.

If the message is left on an answering machine, there is obviously no option for you to confirm. Consequently, you will likely receive a phone call from us the following day unless you call us to let us know.

Phone Call

If we have not received prior confirmation from you, we will attempt to call you the day before your appointment.

Text Message

If you sign up for our T-Link service, you can elect to have a text message reminder sent to your cell phone 1 hour prior to your appt.

Early Hygiene Reminder

We recognize that you may have scheduled a cleaning appointment up to 6 months earlier. We know that schedules can change quite a bit over that period of time so we also have an e-mail and phone reminder that you will receive two weeks prior to a scheduled cleaning appointment. This is simply a “heads up” reminder so that you can check your calendar and make sure that this will still work. There is no option to confirm this Early Hygiene Reminder. ***If you find that you need to change this appointment, please let us know as soon as possible.***

Robert S. Murrell and Stephen M. Silvers, DMD

Family and Esthetic Dentistry • (850) 893-0711 • www.murrell-silvers.com