

**CLAY-BATTELLE HEALTH SERVICES ASSOCIATION**

**Dental Department**

Implementation 12/1/04

**Clay-Battelle Community Health Center  
P.O. Box 72  
Blacksville, WV 26521  
(304) 432-8211**

The goal of the Clay-Battelle Health Services Association is to provide quality dental care in a timely fashion to our patients. In order to accomplish this, we must keep the number of broken and failed appointments to a minimum. Therefore, we have implemented the following policy:

All dental patients at the Clay-Battelle Community Health Center are asked to call 24 hours in advance if it is necessary to cancel an appointment that they have scheduled with us. While we understand that this is not always possible, some patients are chronically abusing our appointment system by repeatedly failing their appointments with no notice. This forces other patients to delay treatment since they cannot get an appointment in a timely fashion.