

APPOINTMENT POLICY

Thank you for choosing our office. We will do everything we can to ensure that you have a positive experience. We take our relationship with our patients and parents very seriously and ask that you do the same. As partners in your child's dental health, we know how important mutual trust and respect are. Please take a few minutes to read the appointment policy below. Thank you for trusting us with your child's dental well-being.

Your child MUST be accompanied by an adult (at least 18 years old) and we prefer the adult to remain in the office for the entire appointment. As a courtesy, one adult can accompany the child to the clinical area, however, if siblings are brought to the office the adult MUST remain in the reception area with the siblings.

Please arrive five minutes prior for your appointments this will assist us in serving you and our other patients.

We strive to run on schedule so we can see all our patients at their appointed times. There may be times however when our scheduled is delayed so we may accommodate a child with a dental emergency. Please accept our apology in advance. Be mindful that we will do the same thing for your child if that need arises.

We will always do our best to accommodate you. **However, if you arrive more than fifteen minutes late for any appointment it may be necessary to reschedule your appointment for another time.**

If you are not able to keep an appointment, please give us a call as soon as you know or a minimum of twenty-four hours in advance. This will allow us to utilize that time for another patient.

If an appointment is cancelled without proper notice (calling less than twenty-four hours in advance) or broken (no call no show), the practice reserves the right to charge a \$50 cancellation fee for treatment appointments and a \$37 for hygiene appointments.

Broken appointments affect everyone in the practice. If you develop a pattern of broken appointments and no- shows, the practice reserves the right not to schedule any subsequent appointments.

If at any time you have questions or concerns, please feel free to ask anyone on our team or give us a call. We appreciate the opportunity and the trust you have in us.

I have read and understand the above and promise to abide to the best of my ability.

Signature: _____ Date: _____