



## **Appointment Policies**

### **Appointment Scheduling**

Our office attempts to schedule appointments at your convenience and when time is available. Preschool children should be seen in the morning because they are more alert and we can work more slowly for their comfort. School children with a lot of treatment to be done should be seen in the morning for the same reason. Dental appointments are an excused absence; however, missing school can be kept to a minimum when regular dental care is continued.

Because appointed times are reserved exclusively for each patient we ask that you please notify our office 24 hours in advance if you are unable to keep your appointment. Another patient who needs our care can be scheduled if we have sufficient time to notify them. We realize that unexpected things can happen, but we ask for your cooperation.

### **Parental Involvement During the Visit**

During the initial, as well as future appointments, we suggest that you allow your child to accompany our staff through his or her own dental adventure. We can usually establish a closer rapport with your child when you are not present. Our purpose is to gain your child's confidence and overcome apprehension. However, if you choose, you may come with your child to the treatment areas as a silent observer. For the safety and privacy of all patients, children who are not being treated should remain in the reception room with a supervising adult.

### **Insurance and Finances**

We accept most insurance plans that allow you to choose your provider; this includes most PPO dental insurance plans. If we have received your dental information in time to verify your benefits prior to your visit, we will be able to provide an estimate of your financial responsibility. This is only an estimate provided by your insurance carrier, and does not guarantee this is the amount they will cover. All deductibles and co-payments for professional services are due at the time treatment is provided. Every effort will be made to provide a treatment plan which fits your timetable and budget, and gives your child the best possible care. We accept cash, personal checks, and most major credit cards.

**MOST IMPORTANTLY**, please keep us informed of any insurance changes such as policy name, insurance company address, or change of employment.