

Our Appointment Policy

Our office is dedicated to providing our patients with the most thorough and comfortable dental care available. We know that efficient scheduling is an important part of the dental office experience. We appreciate your respect for our daily schedule which allows our staff to be on time for your children.

We will always respect your time.

To enable us to provide efficient care we ask for your cooperation with the following guidelines:

1. ON TIME ARRIVAL

Please arrive 15 minutes prior to your appointment time. This allows time to fill out any necessary paperwork.

2. LATE ARRIVAL

If you arrive late for your child's appointment, we reserve the right to re-schedule the appointment. We allow up to a 10 minute grace period. Late arrivals will cause a delay in seeing patients who are on time. If you find you are running late, we recommend you call our office to determine if we can hold your appointment time.

3. RE-SCHEDULING

We require at least 24 hours' notice for re-scheduling any appointment. You must contact our office to do so. We do not accept cancellations via voicemail, text, or email. We maintain a list of emergency patients waiting for treatment. If you must re-schedule, we will offer you the next available appointment time, which may be a few weeks out.

4. BROKEN APPOINTMENTS

If you do not notify our office appropriately or no-call/no-show for an appointment, the following fees apply and will be added to your account:

Missed Dental Hygiene Appointments- ***\$85.00 per child***

Missed Doctor Appointments- ***\$120.00 per child***

(These fees must be paid before we will re-appoint your child.)

We feel these guidelines are reasonable in relation to the services that we provide. We do understand that circumstances occur that will require our consideration. Any questions are always welcome.

X

Parent/Guardian Signature

Date

Smiles 4 Kids Pediatric Dentistry, Cindy R. Pong DDS