south shore pediatric dentistry

APPOINTMENT POLICY

We commit to providing quality, compassionate and professional care for your child using the latest techniques and equipment in a fun, clean and positive environment. In order to maintain these high standards and a harmonious relationship, we would like to communicate clearly regarding our appointment policy.

- Please bring your child's most current insurance card to every appointment
- Parent or legal guardian **MUST** be present at the time of each appointment. If not, a consent form needs to be signed by parent or guardian granting permission to other present individual.
- The scheduled appointment is reserved specifically for your child.
- All appointments for children age 6 and under are scheduled in the morning only
- If you arrive 10-15 minutes late for your appointment, you may be asked to reschedule for the next available appointment time.
- We strive to see all patients on time for their scheduled appointment. There are times when our schedule is delayed in order to accommodate an injured child or an emergency. Please accept our apology in advance should this occur during your appointment. We will do the exact same if your child is in need of emergency treatment.
- ***We kindly request a 48 hours in advance notice if a cancellation is unavoidable*** so that we may give it to another patient. Less than 48 hours' notice, we reserve the right to charge $75.00 broken appointment fee per child in your account.
- Broken or missed appointments affect your child's dental care and put them at risk for dental emergencies**.** If your child or family have two (2) broken/missed appointments or cancellations without 48-hour notice at our office, we reserve the right to NOT schedule any subsequent appointments and inactivate your child and family as patients of our office. Inactivated patients will not be reactivated
- If your child has one (1) broken/missed appointment or cancellation without notice to the general anesthesia appointment at Northeast Dental Anesthesia Associates in Taunton or at Franciscan Hospital for Children, your child and family will be dismissed from our office. This will affect many doctors and nurses involved in caring for your child. The surgery center and hospital will not reschedule your appointment.
- If your account balance is past due, no new appointment will be initiated**. A past due balance of 90 days without activity will cause your child and family to be inactivated as patients in this practice.**

If at any time you have questions, please feel free to ask our staff or call our office. We are here to help in any way we can. We appreciate you entrusting your child's dental health to us.

My signature on this form affirms that I understand these policies, have had the opportunity to have questions answered to my satisfaction and will comply with all items. I also agree to be responsible for all account balances.

Parent/ Legal Guardian Signature: **Date:**

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