

APPOINTMENT POLICY

The scheduled appointment is reserved specifically for your child. Any change in this appointment affects many patients. If a cancellation is unavoidable, please call the office **at least 24 hours** in advance so that we may utilize the time for another patient.

- ◆ Our Pediatric Office Hours are 8-5 MTW, and 8-3 on Thursdays.
- ◆ All restorative (fillings, extractions, etc.) procedures for young children are scheduled in the morning. Children are more prepared and do better in the morning for these types of procedures.
- ◆ 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.
- ◆ Please plan to arrive at least 10 minutes before your scheduled appointment. **This will allow time for parking** and to complete any additional paperwork so we may see your child on time.
- ◆ If you arrive late for your appointment, you may be asked to reschedule for the next available appointment time.
- ◆ Again, please call at least 24 hours in advance if a cancellation is unavoidable so that we may utilize our day most efficiently for all our patients.
- ◆ Due to scheduling restrictions within our hygiene department at this time, we are only able to schedule one recare/cleaning appointment at a time. We will NOT be able to schedule multiple advance appointments (i.e. two or three appointments for the same patient). This will allow our hygienists to continue to deliver the high quality service our patients have valued in the past. Your attention to this matter is greatly appreciated.
- ◆ Broken or missed appointments affect many people. If two (2) broken/missed appointments occur or two (2) cancellations without 24-hour notice, our office reserves the right to NOT schedule any subsequent appointments and/or charge a \$50.00 broken appointment fee.

- ◆ *A parent or legal guardian (with official documentation) must be present during all appointments that the child patient is in the office.*

CANCELLATION POLICY

MINSTER DENTAL CARE is pleased to be your dental care provider and hope we can always help you maintain good dental health. Due to this commitment to your health, we maintain a high priority on the time you reserve with us for treatment. We realize situations do occur which makes it necessary to reschedule. **We just ask that you give us 24 hour notice** so that we may make the time available to another patient. An efficient schedule is necessary in controlling the rising costs of dental services, and we strive to provide a fair service for a fair fee. When a reserved block of time is ignored, it hurts the ability of our office to provide service, and hurts other patients who need same-day care or urgent visits, and are obliged to wait longer than necessary.

We reserve the right to charge a fee for not canceling or rescheduling an appointment **24 hours prior to the scheduled appointment date and time**. This fee will need to be paid before future blocks of time may be reserved with MDC. We realize emergency situations do occur, and this will be taken into consideration.

If oral sedation is required for a pediatric restorative appointment, this charge must be paid when scheduling this appointment. This **fee** will be **forfeited** should the appointment **be missed without notice**, or not canceled before close of business the prior day.

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.

Thank you for trusting us with your child's dental health!