



CHILDREN'S DENTAL SPECIALISTS, PA

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Welcome to Children's Dental Specialists:

Our office is constantly making exciting changes in order to improve service and quality of care for your child so that he/she can regain and maintain their dental health as quickly and efficiently as possible.

The staff at Children's Dental Specialists has a goal which is to get unhealthy mouths well, and to prevent the well from getting sick. We also have a personal, professional, and ethical responsibility to care for your child's dental health to the best of our ability. In order to provide extraordinary care, we make the following commitments to you:

1. We are an On Time practice. We will see your child on time and get him/her out on time unless there is an emergency.
2. When we make an appointment, it is an agreement. We prepare a room, have a doctor or hygienist and an assistant with time devoted exclusively for your child. No other patient is scheduled in that room at that time.
3. We never perform dentistry unless you understand the treatment and are aware of the fee.
4. We are very proud of the quality of our work, and we guarantee our work.
5. We will do our best at all times to earn the right to your referrals.

In return for our commitments, we need you to make the following agreements:

1. No-shows are not acceptable. Failure to keep an appointment not only compromises your child's health, but inconveniences other patients who may have requested an office visit during your scheduled appointment. If you cannot keep an appointment (except in the case of an emergency), you are expected to call within 24 hours prior to your appointment to reschedule. There is a \$50 fee for all no-show appointments.
2. We request that you are on time or early for your child's visits. If you are more than 10 minutes late, you may have to reschedule your child's appointment.
3. If you miss an appointment, it is important to reschedule immediately. Appointment compliance is critical to your child's health and avoids setbacks in the maintenance of your child's teeth and gums.
4. Although reminder calls are a courtesy, it is ultimately your job as a parent/guardian to keep your child's appointment.
5. In order to maintain the guarantee for your child's restorative work, it is imperative to keep your child's Prevention Hygiene visit the month they are due. However, if your child does not keep his/her Preventive Hygiene visit on schedule, your guarantee is void.
6. We run a zero balance office. Therefore, any insurance co-payments are due at the time of visit. Please speak to Jeannine if you have any questions.



Policies and Procedures

Appointments-

- Kindly give 24 hours notice prior to your child's appointment to cancel or reschedule. We reserve the right to charge for appointments that are cancelled without giving 24 hours advance notice.
- No-shows are not acceptable. Failure to make an appointment not only compromises your child's health, but inconveniences other patients who may have requested an office visit during your scheduled appointment. If you cannot keep an appointment (except in the case of an emergency). There is a \$50 fee for all no-show appointments.
- We are an On Time practice. We will see your child on time and get them out on time unless there is an emergency. We request that you bring your child on time or early for his/her visits. If you are more than 10 minutes late for an appointment, you may need to reschedule your child's appointment.

Payment-

- Please be aware that the parent/ guardian that accompanies your child to Children's Dental Specialists is *legally responsible for payment of all charges*. Please understand that *payment of your bill is considered a part of your child's treatment*.
- **Payment is expected in full for each appointment as services are rendered.** For the convenience of our patients, we accept cash, personal checks (which CANNOT be post-dated), MasterCard or Visa.
- There is additional fee of \$25 for all bounced checks to cover all bank handling expenses.
- If you have a delinquent account which is sent to a collection agency, you will be responsible for a collection fee of \$50 or 20% of the balanced owed, which ever is greater.

Dental Insurance-

- We submit claims for most dental plans.
- The type of plan chosen by you, and/or your employer determines your insurance benefits. As such, we have no say in the selection of your insurance company, no control over terms of your contract, the methods of reimbursement or the determination of your insurance benefits. However, our staff will assist you in processing all insurance forms.