



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.