

FREQUENTLY ASKED QUESTIONS

Delay

Due to the nature of our practice, we give our patients the utmost in care and service. Please excuse any delay. We will give you the same careful attention as soon as possible.

Insurance

As a *courtesy* to you, we will file your insurance. This is not a guarantee of payment, you are responsible for your bill. Please be prepared to pay your deductible and your percentage of each visit. Please have your most recent insurance card with you for each visit. We do not file your secondary insurance.

Cancellation Policy

We do understand in dealing with children that they do get sick and things do come up from time to time, therefore you are allowed 2 cancellations in a 12 month period. If more than 2 appointments are missed in 12 months, we reserve the right to dismiss you from our practice.

Confirmation of Appointments

We do text or call you the day before your appointment to confirm as a *courtesy* to you. If you do not hear from us the day before please give the office a call to confirm that you do have an appointment.

Doctor / Patient Relationship

We would like to establish a long lasting and trusting relationship between your child, our doctor and the staff. Please understand and be supportive of our request that your child go back on their own.

Sedation Appointments

If your child is scheduled for a sedation appointment, please be aware that your child will need to have an empty tummy (nothing to eat or drink from midnight the night before). You will be here for most of the morning. Be prepared to pay for the sedation fee and the nitrous oxide, as we have not had many insurance companies cover it. Your child will need to be supervised for the remainder of the day of the appointment, no unattended activities.

Parent signature

Date