

Rossitch Pediatric Dentistry: Office Policies

Broken Appointment Policy

Your scheduled appointment is reserved specifically for your child. Any change in this appointment affects all of our patients. If a cancellation is unavoidable, please call the office at least 24 hours in advance so that we may give that time to another patient. We will make every effort to try to confirm your child's appointment. **In the event that we do not receive at least 24 hours notice, you may be subject to a \$50.00 broken appointment fee.** If two (2) broken/missed appointments without 24 hours notice occur, our office reserves the right to NOT schedule any subsequent appointments. Also, if you arrive 15 minutes 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 give that appointment to another patient.

Parents in Treatment Area

At Rossitch Pediatric Dentistry, we strive to achieve a balance between allowing parents to be a part of their child's dental experience and allowing children to feel comfortable and confident enough to undergo dental treatment on their own. With this in mind, parents are invited back to observe during the initial examination or during any emergency examination. However, if we feel that your presence is having a negative impact on your child's behavior, you may be asked to step away from your child's field of vision. We strongly encourage you to allow your older children to undergo their dental experience on their own. This arrangement allows the doctor and staff to communicate with your child directly without distractions, and usually results in a more positive experience for your child. If we feel that your presence will benefit your child, we may ask you to join us in the treatment area. If you would like to otherwise accompany your child into the treatment area, we will accommodate your request, but we ask that you schedule a morning appointment. Please let your receptionist know if you request special accommodations.

During sedation appointments and treatment at the hospital, no parent is allowed to observe due to safety concerns. There are NO exceptions to this policy. For the safety and privacy of the other patients, all others (including children that are not scheduled at this appointment) are asked to remain in the reception room. Young children in the reception room will need a supervising adult.

Financial Policy

Our office will attempt to verify your insurance coverage prior to each appointment and advise you if there are any routine services which are not covered. This is not always possible and sometimes the information we receive is inaccurate. Your estimated portion will be due at the time of treatment. **In the event that your insurance does not reimburse our office as expected, you will be responsible for any remaining balance.** We encourage you to contact your insurance company prior to your child's visit if you have any questions regarding this matter. We are happy to assist you in any way in understanding and maximizing your benefits.

I have had an opportunity to review the office policies and accept the terms

Parent/ Guardian Signature

Parent/Guardian SSN- _____

Parent/Guardian Print Name

Date _____