



Office Appointment Policy

We are looking forward to seeing you and your child at their next visit. Please take a moment to familiarize yourself with our appointment policy. Thank you!

Broken/Missed Appointments

Your child's scheduled appointment is reserved specifically for them. If a cancellation is unavoidable, please call the office at least 24 hours in advance so that we may give your child's appointment time to another patient. If you do not cancel your child's appointment with more than 24 hour notice or if you do not bring your child to the appointment, we will consider this to be a broken/missed appointment.

A broken treatment appointment will incur a \$100.00 broken appointment fee. All other broken appointments will be subject to a \$50 broken appointment fee. If a broken appointment occurs, our office reserves the right not to schedule any subsequent appointments for your child/family.

Occasionally, children's illnesses make it necessary to cancel an appointment with less than 24 hours of notice. Please contact our office immediately if you feel your child is ill and we will do our best to accommodate your situation.

Late Arrivals

If you arrive more than 10 minutes late for your child's 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.

Treatment Times

All restorative (fillings, extractions, etc.) procedures are scheduled between 8am and 12pm. Dr. White and Dr. Johnson have found that children having restorative treatment tend to have a much better experience in the morning when they are well rested. Children who are three years old and younger are scheduled for morning visits (whether for cleaning or restorative treatments). Dr. White and Dr. Johnson have found that morning visits that do not encroach on nap or mealtimes tend to go more smoothly for our young patients.

Appointment Delays

We strive to see all patients on time for their scheduled appointment. We make every effort to stay on schedule. Please remember, we run on children's time, not adult time. Additionally, 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 child's appointment. We will provide you the same courtesy if your child is in need of emergency treatment. If you have to wait more than 15 minutes, please ask our administrative staff the reason for the delay.

For a first visit, please plan to arrive 15 minutes before your scheduled appointment. This will allow time to complete any additional paperwork and see your child on time. A parent or legal guardian (with official documentation) must be present in the office during the initial examination and/or any restorative appointments.

I have read the above appointment policy.

Signature _____

Date _____

