



Tooth Squad Pediatric Dentistry Office Policy

We are glad you have made an appointment for your child for important oral health care. Regular dental visits every 6 months, including examinations, cleanings, fluoride treatments, dental sealants, and fillings are important to keep teeth healthy. It is especially important that you keep your appointment! Valuable time has been reserved for your child's care. A missed appointment results in lost time which could be used for another patient waiting to receive treatment. Every effort is made to keep on schedule so we respectfully ask patients to be prompt and keep their appointments. The office attempts to schedule appointments at your convenience and when time is available. Please take a moment to familiarize yourself with our appointment policy.

Broken/Missed Appointments

Your child's scheduled appointment is reserved specifically for them. We try to remind patients by telephone prior to the appointment, but please do not depend on this courtesy. If a cancellation is unavoidable, please call the office at least 1 business day (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. If 3 broken appointments occur, our office reserves the right not to schedule any subsequent appointments for your child. If multiple children were scheduled on the same day and an appointment was broken, we reserve the right to schedule only one child per day. Occasionally, children's illnesses or other unexpected emergencies make it necessary to cancel an appointment with less than 24 hours of notice. Please contact our office immediately 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 1 business day (24 hours) in advance if a cancellation is unavoidable.

Appointment Delays

We strive to see all patients on time for their scheduled appointment. We make every effort to stay on schedule. 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. We ask that if your child is not called back in a timely fashion, to please notify a staff member.

A parent or legal guardian (with official documentation) must be present in the office during the initial examination and/or any restorative appointments.

For the safety and privacy of all patients, other children who are not being treated should remain in the reception room with a supervising adult.

Discrimination Is Against the Law

Tooth Squad Pediatric Dentistry complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Tooth Squad does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Tooth Squad Pediatric Dentistry:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)



Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

or by mail or phone at:

U.S. Department of Health and Human Services Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

I have read and understand Tooth Squad Pediatric Dentistry Office Policy.