



## APPOINTMENT POLICY

**Welcome to Sunshine Children's Dentistry! We value your child as our patient. And we hope in return, you value your child's dentist.**

### **BROKEN/MISSED APPOINTMENTS:**

Cancelation / Reschedule: Your child's scheduled appointment is reserved specifically for them. If a cancelation is unavoidable, please call our office at least 2 business days in advance so that we may give your child's appointment to another patient. If you miss an appointment without 2 days prior notice, our office reserves the right not to schedule any subsequent appointments for your child/family.

Illness / Emergencies: We understand illnesses and emergencies in your family life may occur, but we request as much notice as possible if you need to change your child's appointment.

Reoccurring Cancelations: TWO MISSED APPOINTMENTS (without phone call) will result in your child being placed on a "Same Day Only" basis. This means for Sunshine Children's Dentistry to see your child, you would need to call our office the morning of the day you would like your child to be seen; if we have an appointment slot available, we will schedule your child.

Operative Appointment Cancelation: If a patient misses an operative appointment with less than 24 hours' notice, that is grounds for potential dismissal from our practice.

Collections: If at any time your child's account goes to the collection agency, the fee will be added to the account and will be your responsibility.

### **LATE ARRIVALS:**

If you arrive more than 15 minutes late for your child's appointment, you may be asked to reschedule for the next available appointment time. Again, please call in advance if a delay/cancellation is unavoidable.

*Thank you for your consideration. We look forward to treating your child!*

**I have read and understand the above Appointment Policy.**

PATIENT'S NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

PARENT / GUARDIAN'S NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_

### **\* APPOINTMENT DELAY DISCLAIMER:**

*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.*