

Sandalwood Family Dentistry Office Guidelines

We greatly appreciate that you have selected our office to care for your dental needs. We value our patients and strive to provide the highest quality care. We would like to take a moment to share some of our office guidelines with you. Please review the following and feel free to speak to anyone on our staff if you have questions or concerns.

PARENT INFORMATION

We appreciate you allowing us to provide dental care for your child. Because we value our relationship with you and believe that the best relationships are based on understanding, we offer these clarifications of our office policies:

Parents are welcome to accompany their child into the treatment area during the initial examination. This gives you the opportunity to see our staff in action and allows Dr. Romero/Dr. Strepka to discuss dental findings and treatment needs directly with you. In the event that it is determined that your presence will provide a better outcome we will ask you to accompany your child into the treatment area during a restorative (filling) visit. We do ask that if you accompany your child you assume the role of a silent observer. Your presence is greatly enhanced if you play a passive role. If more than one person is speaking to the child he/she may become confused. Cooperation and trust must be established directly between the doctor and your child. We also ask that siblings remain in the reception room. There may be times when the child's experience is enhanced by a parent's absence. We encourage older children to come back to the treatment area by themselves as this builds autonomy and trust. Older children typically do better without a parent present during a restorative appointment. Also, older children who are apprehensive may look for an "escape" by going to their parents.

APPOINTMENT POLICY

If your child is under the age of 6 we ask that you schedule a morning appointment. Younger children do better when they are well rested. All treatment requiring **SEDATION** will be scheduled in the morning. This is important as the patient will be asked not to eat after midnight the night before their appointment.

APPOINTMENT CONFIRMATION COURTESY: As a courtesy, we provide various appointment confirmation options that best fit your needs. We can email or text you a reminder of your appointment date and time. There is an advance notification 2 weeks prior, then two days prior. Once you have confirmed, no additional are sent. If we do not hear from you, we will provide a courtesy call as well. The doctor has set aside that specific time for you so it is important that you confirm your appointments.

APPOINTMENT TARDINESS: Over 15 minutes late for an appointment may require us to reschedule the appointment or modify procedures for that day.

FRIDAY/SATURDAY APPOINTMENTS

Our office provides appointments for dental treatment on Fridays and Saturdays. Due to the high demand we require prepayment at the time of scheduling.

MISSED APPOINTMENTS

Missed appointments and appointments cancelled without 2 business days notice are subject to a cancellation fee of \$50 per half hour of the scheduled appointment time. Any appointments scheduled for 90 or more minutes are subject to a minimum cancellation fee equal to 50% of the procedure(s) fee.

I have read and understand the Office Policies and agree to abide by its contents:

SIGNATURE: _____ Date: _____