

## **Farrow Pediatric Dentistry**

### **Office Policy**

Dr. Bradley Farrow and his staff are committed to providing your child with the best possible care. He is a Board Certified Pediatric Dentist. He adheres to the guidelines recommended by the American Association of Pediatric Dentistry and the American Dental Association.

*He is committed to excellence and dedicated to providing outstanding service to you and your family for the most effective and efficient treatment. In order to provide excellent service we must abide by these policies*

### **Appointments:**

- We will reschedule your appointment if you are more than 15 minutes late of the appointment.
- Present your insurance card on the first visit and every time there is a change in your insurance.
- Inform us of any change in address or phone number.
- Payment is expected at the end of each appointment.
- A 24 hour cancellation is required or \$25 will be charged to your account.

### **Cancellation/Rescheduling Policy:**

Children are most likely to do better in the office when they are not tired. For that reason, we encourage morning appointments for pre-school or nervous children. Many children by the end of the day are tired. A simple filling can seem like a big ordeal. One of our goals is that we want your child to have a pleasant dental experience. Please remember that a dental appointment is an excused absence from school.

The scheduled appointment is solely for your child. We take pride in the fact that as much as you value our time, we value your time. For this reason, it is important that you have your child in the office at the scheduled time. If you are more than 15 minutes late, it may be necessary to reschedule your child's visit. We also have a policy that a 24 hour notice is required for cancellations. We need this amount of time so that we can contact a child from our waiting list to offer the appointment. If we do not get the necessary 24 hour notice, we reserve the right to charge your account \$25 for a broken appointment.

Since your child is a minor, it is important for the legal guardian to sign permission before any dental treatment. If the permission is not signed we will not be able to treat the child. This is only for legality reasons.

### **Dismissal Policy:**

- Failure to give 24 hour notice of cancellation after 3 missed appointments
- Failure to schedule and/or keep treatment appointments within 30 days after decay has been detected and recommended treatment
- Failure to adhere to the financial policies

**I understand and agree with the above stated policies regarding appointments and dismissal procedures. I have also read and understand of the "Notice of Privacy Practices" brochure.**

If you have any questions regarding these policies, please do not hesitate to ask. We would like to thank you for choosing us for your dental care.