

## **Pediatric Dentistry of Forsyth: Office Policies**

### **Broken Appointment Policy**

Dr. Bongiovi and staff pride themselves on treating our patients in a timely manner. We realize that your time is just as valuable as ours and make every effort possible to see our patients within 15 minutes of their scheduled appointment. To be able to accomplish this we ask that you respect our time as well and give us 24 hours notice if you are unable to be present for your scheduled appointment. Your scheduled appointment is reserved specifically for you and your child. Any change in this appointment affects the time that we are able to spend with you as well as the other patients to be treated that day. If a cancellation is unavoidable, please call the office at least 24 hours in advance so that we may give that time to another patient. We will make every effort to try to confirm your child's appointment. If two (2) broken/missed appointments or two (2) cancellations without 24- hours notice occur, our office reserves the right not to schedule any subsequent appointments and there will be a \$40.00 broken appointment fee due at that time. Also, if you arrive 15 minutes late for your appointment, you may be asked to reschedule for the next available appointment time.

### **Parents in the Treatment Room**

At Pediatric Dentistry of Forsyth, we strive to achieve a balance between allowing parents to be part of their child's dental experience and allowing children to be comfortable and confident enough to undergo treatment on their own. With this in mind, parents are invited back to observe all initial examination appointments and any emergency appointments. Parents are welcome back for all appointments for children under the age of 3. We strongly encourage you to allow your older children to undergo their dental experience on their own. We request that parents stay in the waiting room for restorative treatment. This allows Dr. Bongiovi and staff to give your child 100% of their attention and focus on their treatment needs. If you have ANY questions regarding this policy please feel free to ask Dr. Bongiovi personally before any treatment is performed.

### **Financial Policy**

Our office will attempt to verify your insurance coverage prior to each appointment and advise you if there are any routine services which are not covered. This is not always possible and sometimes the balance will be due at the time of treatment. In the event that your insurance company does not reimburse our office as expected, you will be responsible for any remaining balance. We encourage you to contact your insurance company prior to your child's visit if you have any questions regarding this matter. We are happy to assist you in any way in understanding and maximizing your benefits.

Signature \_\_\_\_\_ Date \_\_\_\_\_