

## Dr. Delaney Pediatric Dentistry Appointment Policy

### Treatment Times

Children who are 6 years old and younger are scheduled for morning visits. Dr. Delaney has found that morning visits tend to go more smoothly for our younger patients.

All restorative (fillings, extractions, etc.) procedures are scheduled between 9:00 and 12:00. Dr. Delaney has found that children having restorative treatment have a much better experience in the morning when they are well rested.

### Appointment Delays

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 with the same courtesy if your child is in need of emergency treatment. If you wait more than 15 minutes, please ask our business staff the reason for the delay.

### 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.

### Broken/ Missed Appointments

Your child's scheduled appointment is reserved specifically for them. If a cancellation is unavoidable, please call the office at least 72 hours in advance so that we may give your child's appointment to another patient. If you do not cancel your child's appointment with at least 72 hours notice or do not bring your child to the appointment, we will consider this to be a broken/ missed appointment. **A broken appointment is subject to a \$25.00 fee per 30 minutes of time scheduled.** Appointments will not be rescheduled until the broken appointment fee has been paid. If 2 broken appointments occur, our office reserves the right not to schedule any subsequent appointments for your child.

Occasionally, children's illnesses make it necessary to cancel an appointment with less than 72 hours notice. Please contact our office immediately if you feel your child is ill and we will do our best to accommodate your situation.

**The office has a zero balance policy; therefore all balances must be paid in full before continuing with any future appointments.**

I have read the above appointment policy.

Signature \_\_\_\_\_

Date \_\_\_\_\_