



SCHEDULING & OTHER POLICIES

Smiling Faces is glad you have decided to bring your child / children to our practice. We will do our best to treat them with kindness and care as if they were our own. Before we get started there are a few things that need to be shared with our new patient's parents (or guardians).

- Our schedule runs on the hour and half hour, and we are as punctual as possible. **Please arrive ten minutes before your scheduled time.** By doing so, things will flow smoothly for all patients, and we can usually have you and your child out the door quickly.

We strive to provide the highest quality of care during each visit and do not cut corners with our patient's oral health. In the event of a late arrival, the hygienist and/or doctor will do what they can in the remaining time. An additional appointment might be required.

- As a courtesy, Smiling Faces will remind patients and parents of their appointment on two different occasions. **If the appointment needs to be rescheduled, please let us know 48 hours in advance.** We need this advance notice to be able to offer the space to other patients. Excluding situations such as sickness and emergencies, there will be a missed appointment charge in the unlikely event of a cancellation inside the 48-hour window. We will try to be as accommodating as possible.

Please let us know when your contact information changes. If during our first reminder call we find the home number and cell number are disconnected, we will remove the patient(s) from the schedule.

- As parents ourselves, **we have found that children under the age of 7 are easiest to work with before noon.** They need their afternoon naptime. The frame of mind in which your child / children receives care has a distinct influence on their experience at the dentist. Of course, if it is an emergency, exceptions will be made.
- **Please have your child / children brush their teeth prior to their appointment.** This will allow us to properly instruct them on cleaning techniques. If necessary, they can even brush at the practice as long as there is sufficient time available.
- **Food and beverages are to remain outside the office.** Please do not bring anything into the office.
- For our parent's convenience, we file insurance claims on their behalf. While we perform this service, please take the time to know your insurance benefits. Insurance may not cover all procedures. **Payment for treatment not covered (or the difference in coverage rates versus practice rates) is expected in full at the time of service.** In the event there is a re-imbusement, we will either credit the account or provide a refund. Any account balances will need to be addressed upon receipt of notice. If you have questions about your insurance coverage, please do not hesitate to ask. We are here to help.

We will do our best to ensure your child / children receive the highest quality of treatment in a friendly atmosphere. Thank you for your consideration, and welcome to the Smiling Faces family.

I have read and understand the above mentioned practice policies; _____

Parent or Guardian

Frank Faunce, D.D.S.

Phone: 770.631.4888 / Web: www.smilingfacesdental.com