

# EVERSMILES PEDIATRIC DENTISTRY, PLLC

## Appointment/Cancellation/No Show Policy

Our goal is to provide quality dental care in a timely manner. Please remember that your appointment has been set aside for you and your child. If you are unable to keep your appointment we ask that you contact our office at least **24 hours in advance** so that another child may be seen.

If your child is being referred from another office and cleaning procedures have already been done your first appointment will be for a consult only. Please make sure that if there are any x-rays available that they are sent to our office. X-rays are often necessary to make a complete diagnosis. If x-rays need to be retaken because we have not received them or are unreadable your insurance may not cover them. You would be responsible for these charges.

While we find most children are relaxed and comfortable coming back by themselves, one parent may come back with them. Due to space constraints, if both parents have come to the appointment we ask that one parent remain in the waiting room. For their safety, if younger siblings are with we ask that they remain seated on their parent's lap.

Please arrive **at least 15 minutes early** for your appointments. Your appointment may need to be rescheduled if you are more than 10 minutes late.

We ask that you make every effort in keeping your appointment that has been reserved for your child. New patients that fail the initial appointment, or cancel with less than a 24 hour notice, will not be rescheduled. Should a family miss two appointments, without notification, we will not be able to reschedule and you will be asked to seek dental treatment from another dentist that may be able to accommodate your scheduling conflicts.

Any appointment scheduled at Lakewalk Surgery Center will need a 72 hour advance notice to cancel or will be considered a failed appointment.