



## **Appointment Policy For Taylor B. Pope, DMD**

Because mutual understanding is the basis for good relationships, it is important for you to understand the nature and details of our office's appointment policy which can be found below.

### **New and Potential Patients**

- Selecting a dentist can be difficult. We would love to provide a dental home and family for you. We believe that regular check-ups and prompt treatment ensures you will maintain good oral health. We want our patients to feel confident about their smile and pleased with the care that we provide.
- Most children do not require a pediatric dentist for their care, and should begin seeing a dentist by their first birthday. If you would like to bring your child in for a tour of our office, feel free to call and schedule a tour time.
- Many children associate going to the doctor with unpleasant dental experiences. This is not the impression that we would like your child to have. To help parents, we offer a complimentary book to help teach children what to expect at their first dental visit. Feel free to pick one up during a tour or call and request one to be sent to your mailing address.

### **Appointments**

- Appointments are required for all treatment. Every effort is made by the dental staff to see patients in a timely manner and inform patients if there is a need to change or adjust their appointment.

### **Emergencies**

- If you have a dental emergency, please contact our office immediately by telephone so that we can get an appointment scheduled to address your problem.

### **Reminder Calls**

- We will contact you to confirm or reschedule your appointment two business days prior to your appointment at the telephone number that you provide. Please be sure to give us a number where you can be reached or that has a voicemail so that we may leave a message if you are unable to answer.

### **Broken Appointments**

- We do not over-book our schedule, which means your appointment time is reserved especially for you. If you do not come, not only is your own care delayed, but no one else is able to be treated during that time.

- If you absolutely must reschedule, please give at least 24 hours notice to avoid broken appointment fees. There is generally no charge for the first missed appointment without 24 hours notice. To discourage repetitive broken appointments, we will charge \$50 for the second and each subsequent occurrence.
- We require a non-refundable deposit of 20% to reserve your appointment that will be applied towards your treatment.
- We realized that there is always a good reason for not keeping a scheduled appointment. It is not our intention to “punish” anyone for failing to come for treatment. We have found that it is best to be open and honest about what is expected, so that we may provide the highest quality of dental treatment at the most reasonable cost possible. Some practices charge hidden fees or higher prices to cover lost time due to broken appointments and some schedule more patients that they are able to treat in a day. This results in rescheduling patients, incomplete treatment, and/or excessive patient wait time. We do not resort to any of these tactics to cover our cost for broken appointment times. In return, we ask our patients to honor their commitment to their scheduled appointment.

### **Multiple Appointments**

- Occasionally, patients request appointments to have several family members seen on the same day in concurrent time slots. It is our pleasure to honor this request when possible. Please be aware, that for each family member that is unable to keep his or her appointment (without advance notice as noted under broken appointment above), charges will be assessed after the first occurrence. If broken appointments continue in a family, we reserve the rights to schedule members separately.

### **Specialist Referrals**

- Most dental procedures can be successfully treated at our office. However, we reserve the right to refer you to a dental specialist for treatment if we believe a specialist is required. We refer only to specialists that we believe will render excellent patient care.

### **Guest in Treatment Areas**

- While you are always welcome to accompany your child during their dental visit please be aware that many items in the operatories are sterile, fragile and/or potentially dangerous. You should not touch or allow anyone else to tamper with anything in the treatment rooms.
- Because the size of our treatment areas are not very large, only one guest or relative will be allowed in the treatment areas in addition to the patients.

I hereby acknowledge and accept these terms and conditions:

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Patient/Legal Guardian Signature

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Date