

Policies



1. We understand that visiting the dentist can be an anxious experience for your child so that's why our office is purposefully designed to welcome one parent of each family into the hygiene and treatment rooms to stay with them during their first visit. For the safety of all children in our office, we ask that any sibling or child not being treated remain in the waiting room with a responsible adult. If a responsible adult is not available to come with you, please contact our office so we can help make other arrangements.
2. No food or drink is allowed in the office during your visit.
3. The use of foul language will not be tolerated in our office.
4. Not showing up to an in-office sedation appointment or hospital appointment will result in dismissal from the office. This includes pre-appointment requirements (physical).
5. To protect the privacy of our patients, please ask an employee before taking photos or videos of your child in the clinic area and refrain from taking phone calls in the treatment area. We want to make sure that other patient information isn't able to be seen in the photo or video.
6. You will be provided with an estimate of your out-of-pocket expenses before your dental treatment appointment (Nitrous Oxide, sealants, fillings, etc.). Any estimated co-pay is due at the time of checkout on the day treatment is completed. You will be allowed to let us know if you would like to proceed with treatment or if you would like to reschedule. Find more information about payment options and insurance in the FAQ section or please let us know if you have any questions regarding payment or insurance.
7. The time of your child's dental appointment has been exclusively reserved for them. Without proper notification of your absence for an appointment, we will not have adequate time to notify another child needing dental care that we have an opening. To avoid this from happening, we ask that you kindly give a 24-hour notice if you are unable to make an appointment. 3 or more missed appointments per family will result in dismissal from our office.
8. A parent or legal guardian must be present at your first appointment.