

**Office Design:**

Many parents are surprised to find our office designs have many open spaces. This satisfies children's natural curiosity and helps children observe for themselves. Treatment areas however are well defined in order to give each child a personal sense of attention and security.

**Goals:**

Our goals are to assure that each patient "graduates" from our office with complete oral health, a positive feeling about dental care, and a firm knowledge and sense of responsibility for ongoing self-care.

**Office Appointment and Payment Policies:****Appointments:**

Patients are seen by appointment. All new patient visits are scheduled in the morning. The parent or legal guardian must bring the patient to the initial visit.

**Emergencies:**

Patients are seen at any time for urgent treatment. You can contact us 24 hours a day, 365 days a year by calling our main office numbers.

**Missed Appointments:**

It is the parent's responsibility to keep appointments reserved for their children. Please be aware if you break an appointment without a call to the office you will then be put on a 48 hour cancellation list. We will not be able to reserve appointments for more than 48 hours ahead of time.

**Payment Policy:**

The adult who brings the child to the office is responsible for payment. Payment is due at the time of the visit and may be made by cash, check, MC or VISA. If the child is covered under dental insurance, the adult must pay any amount not expected to be covered by insurance at the time of the service.

**Payment Discounts:**

A 10% courtesy discount is offered for services paid in full the same day they are rendered, providing there is no existing balance on the account. If you have insurance, a walkout statement will be provided to you so you can submit to your insurance company for reimbursement.

**Insurance:**

As a courtesy we will process all primary insurance claims whether we participate with your insurance company or not. The parent must pay amount not covered by insurance at the time of the visit.