

Appointment Policy

The scheduled appointment is reserved specifically for your child. Appointment lengths vary depending on the services rendered. In some cases, shortened appointment times due to late arrivals to appointments may not leave enough time for the provider to complete the services planned for the visit. Please be courteous and arrive so the full appointment time may be utilized.

- We strive to see all patients on time for their scheduled appointment. There are times when our schedule is delayed in order to accommodate an injured child or an emergency. Please accept our apology in advance should this occur during your appointment. We will do exactly the same if your child is ever in need of emergency treatment.
- Please plan to arrive **at least 10 minutes** prior to your scheduled appointment. This will allow us to update any information and allow your child to settle in before being called back for their visit.
- If you arrive **10 minutes late** for your appointment, you may be asked to reschedule for another time. When possible we will try to accommodate your appointment if our schedule allows. Please understand we must use the clock in our office in determining whether you have arrived late.
- Please call **at least 48 hours** in advance if a cancellation is unavoidable so we may offer the appointment time to others. This is especially necessary for treatment (fillings) on the Dr.'s schedule due to length and schedule availability.
- Numerous appointment reminders are sent automatically by email and text well in advance prior to any scheduled appointment. This gives parents sufficient time to reschedule appointments to avoid no-shows or last minute cancellations. **Broken/missed appointments affect many people and are subject to a \$40 charge.** Fees for broken appointments must be paid before rescheduling. If numerous appointments are cancelled without sufficient notice, our office reserves the right to NOT schedule any subsequent appointments.
- Routine dental care is important to prevent dental problems from arising. **Keeping regular appointments for check-ups shows a commitment to our office and a commitment to keeping your child's oral health in good condition.** If there is a personal/financial reason why you are unable to bring your child for routine care, please let us know when we send email or mail reminders, or when you receive phone messages to schedule your child. If we do not get a response from you, we can only assume you do not wish to appoint your child. Every effort is made to remind you to make regular (re care) appointments for your child at a 6- month interval per the ADA and the AAPD guidelines for early decay detection. If after a period of 12 months since your child's last re care appointment, we have been unsuccessful in appointing your child, your child will be dismissed as an active patient of the practice. If treatment recommendations made by the doctor are not followed

in a timely manner as determined by the doctor, your child will be dismissed as an active patient. Following the treatment recommended for your child can prevent discomfort, pain, and can affect the prognosis of your child's teeth. We appreciate you entrusting your child's dental health to us.

I have read the Appointment Policy and understand the content of each as it applies to me, my child and the office of Dr. Robert Testen.

Signature

Date