

Village Park Family Dental Appointment Policy

At Village Park Family Dental appointments are made in advance by reserving one on one time, often for one or more hours, for you with our doctor and/or hygienist. We spend a significant amount of time meticulously preparing for your appointment by sterilizing, organizing, and arranging a set-up of items prior to your arrival. This ensures that we are ready to deliver the high standard of care and treatment that you expect from us right when you walk in the door.

Unlike other dental offices, we do not double book your appointments, we do not rush you and we always give you as much of our time as you need.

We strive to offer you the very best care possible, and we demonstrate the utmost respect for the value of your time. We take pride in the efficiency of our scheduling procedures, the amount of personal time we give each of our patients and that we never subject you to lengthy waits in our reception area. All we ask for in return is that you show the same respect for our time as we do for yours by showing up to your appointment when they are scheduled or giving us proper notice when something comes up and you need to reschedule.

We require that you give us a notice **at least 48 hours** prior to the time of your appointment for canceling or rescheduling. This allows us to prepare ahead of time and offer your appointment slot to another patient in need of seeing the dentist if in case you cannot make it in. We hope you understand our perspective.

At this time, we are not requesting a credit card number on file. We trust and care for our patients and have faith that if a balance does accrue, you accept the responsibility and will pay the balance for the cancellation, no show, or reschedule of that appointment. If you know you will more than 15 minutes late for your dental appointment, please call to reschedule. We realize life gets busy but we value your time so we kindly request you also value ours. After three delinquent appointments, either cancellation, no shows, late, or not requesting a reschedule within 48 hours of that appointment, it will be at the discretion of Village Park Family Dental to terminate the doctor/patient relationship. Please keep in mind we have the right to refuse service upon our discretion. We will be available for emergency appointments for thirty days for your emergency dental treatment only until you find another dental home. Thank you so much.

Charges are as follows: **\$25 per hour of treatment time scheduled with dentist/hygienist.**

Thank You.

By signing below, you indicate that you understand and agree to this policy.

Printed Name: _____

Patient/parent Signature: _____

Date: _____

(Policy subject to change, but patients will be informed if any changes occur).