



Welcome to Shoreline Kids Dentistry! We are pleased that you have chosen us to take care of your child's dental needs. To make our time together the most efficient and enjoyable for your family, please read about our office policies below.

## **Office Policies**

### *Your Appointment*

Please make every effort to arrive on time to your appointment. We specifically reserve the required amount of time for your child's planned treatment. If you arrive more than 10 minutes late, your child's appointment may need to be rescheduled or we may only complete what treatment we can in the remaining time.

### *Failed Appointments and Late Cancellations*

We realize that unexpected things can happen, but we request 48 hours notice if you must reschedule or cancel an appointment. If multiple confirmed appointments are cancelled within 48 hours, you may be put on the "Same Day Stand-By" list. If you are on the "Same Day Stand-By" list, you will have to contact us the day you would like treatment and will only be given an appointment if we have openings that day. Repeated instances of missing appointments may result in dismissal from the practice.

### *Photos/Cellphone Use*

At Shoreline Kids Dentistry, we love to make and share happy memories, but to protect the privacy of other families and staff, we may ask you to not take pictures/videos or use a cell phone in patient areas.

### *After Hours Care and Dental Emergencies*

We realize that dental emergencies happen and we want you to know that we are here to help you. If a dental emergency occurs, we will make every effort to see you as soon as possible or help coordinate an evaluation with a qualified provider. If an appointment is needed to manage the emergency after office hours, an additional \$150.00 after hours emergency fee will be included in addition to the treatment fees.

### *Parental Guidelines*

Our goal is to establish cooperation and trust between your child and our team. This relationship helps us to establish a closer rapport with your child while building his/her confidence in our office. Parents are welcome to accompany their children during their appointment; however, in certain instances we may ask you to play the role of a silent observer.

### *Guardian Presence*

Due to the nature of working with children, we require a parent or legal guardian to remain in the office while a minor is being seen during a visit. If a parent or guardian is unable to be present for the visit, we request that another adult, who has written or verbal permission by the parent/guardian to make healthcare decisions, accompany your child.

## Financial Policy

### Regarding Payment

- Payment is expected in full at the time of service.
- We accept the following forms of payment: Cash, Check, and Credit (Visa, Discover, and Mastercard).
- The office cannot carry balances longer than 90 days. Unpaid accounts with balances over 90 days overdue will be sent to collections.
- There will be a \$30 service charge for all returned checks.
- The parent or guardian who registers the child for their visit is considered the guarantor on the account and is responsible for payment, whether or not they carry the insurance for the child.
- If there is a special arrangement made between you and a staff member regarding payment, please ask for it in writing.

### Regarding dental insurance

- If you would like to utilize any dental insurance benefits, we request that you provide our office with your child's dental insurance information prior to your appointment, so the information can be verified.
- We encourage you to become familiar with your own dental insurance plan because not all information is made available to us as a third party to your plan.
- We strive to provide an accurate estimate for any anticipated out-of-pocket costs, but this is provided as a courtesy, not as a guarantee of coverage and payment. Any amount not paid by your insurance company will be your responsibility, whether or not the amount differs from the original estimate.
- As a courtesy to our patients, we will file your dental claims with your dental insurance so you don't have to.
- We recommend treatment based on care needed, not insurance coverage. We do not have control over what or how much is covered, excluded, or denied.
- Most insurance plans have deductibles, copays, maximums, frequency limitations, downgrading, and networks that can lead to out of pocket expenses.
- We are available to help guide you if insurance coverage is a concern. For a more accurate estimate, a pre-authorization/pre-determination can be requested from your insurance. If interested, we can help submit one for you.
- If you have any questions regarding insurance, please ask.

Thank you for choosing us as your dental care provider. If you have any questions regarding this or anything else, please let us know.