

## OFFICE POLICIES

In order for our doctors and staff to fully accommodate our patients and their families Pediatric Dentistry of Los Altos has formed the following policies:

1. All children age 6 and under will be seen in the morning. This is to benefit the child. The child is not tired from a full day of activities, school, etc. This keeps the experience positive for the child. Parents are invited back with the child(ren) in the morning.

At age 7 and older, if the child is cooperative, children may come for appointments in the afternoon. Parents are asked to remain in the waiting room during these appointments. Once the appointment has been completed, parents are asked to come into the operatory to speak with the doctor.

2. All Special needs patients, regardless of age, are seen in the morning. This allows the doctor to give the child the extra time and special care they need.
3. A parent or guardian MUST accompany all new patients for the first visit.
4. The parent bringing in the child(ren) is responsible for all charges.
5. After each visit, our business office will file your insurance claims for you as a COURTESY. You are responsible for all charges incurred.
6. A finance charge will accrue on all accounts 60 days past due.
7. **A CHARGE WILL AUTOMATICALLY BE APPLIED TO YOUR ACCOUNT FOR BROKEN APPOINTMENTS UNLESS 48 HOURS NOTICE IS GIVEN. YOU ARE RESPONSIBLE FOR MAKING AND KEEPING YOUR APPOINTMENTS.**