



STAGECOACH CHILDREN'S DENTAL CENTER

APPOINTMENT POLICIES

Welcome to the Stagecoach! We hope to establish a long term relationship with your family. Due to a significant increase in the amount of broken appointments, we have had to implement the following policies:

1. A “broken” or “failed” appointment is any appointment not cancelled with at **LEAST 48 HOURS** notice. Broken appointments prevent us from seeing another patient in the time reserved for your child.
2. After the first failed appointment, you will be reminded of our policy. We realize that children get sick, people sometimes forget, or another emergency arises. As soon as you know you can't make the appointment, call us – even late at night.
3. After the second failed appointment in a six month period, we reserve the right to charge a broken appointment fee. If the appointment is for an exam, the fee is **\$65 per child appointed**. If the appointment is for treatment, the fee is **\$90 per child appointed**. Insurance companies will NOT pay broken appointment fees. These fees will have to be paid prior to any further appointments being made for your child.
4. Any appointment that is made more than one week in the future must be confirmed no later than **48 hours** before the appointment. We reserve the right to release your appointment if it cannot be confirmed so that other patients may be seen. If a message is left on your phone, please call us back, even at night.
5. If your child is scheduled for a sedation appointment, we will collect half of the sedation fee when the appointment is scheduled. We will do everything possible to ensure the success of treatment. However, if your child is still unable to cooperate for treatment, we will retain this deposit as compensation for the appointment.

I UNDERSTAND THE APPOINTMENT POLICIES OF THE STAGECOACH CHILDREN'S DENTAL CENTER AND AGREE TO ABIDE BY THEM. ANY QUESTIONS I HAVE ABOUT THESE POLICIES HAVE BEEN EXPLAINED TO ME.

Parent's name

Date