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## **Appointment Policy**

We at Green Valley Dental Care are committed to providing you with the highest quality of dental care in a gentle, efficient and professional manner. We place a great deal of importance on establishing lasting relationships with our families, based upon mutual trust and open communication. We invite your questions and value any suggestions that you may have.

### **Scheduling Appointments**

Thank you very much for trusting your dental health with our practice. We attempt to schedule appointments in an efficient manner to address total treatment of the patient in a minimum number of appointments and with consideration of personal time constraints.

Please understand that your responsibility to keep the appointment begins at the moment you reserve your appointment. In order to make it fair for everyone, please consider your schedule carefully and don't commit to a time that you feel may be questionable.

### **Scheduling Sedation Appointments**

Upon scheduling an appointment with sedation, it is GVDC policy to receive a \$300.00 deposit prior to this appointment. This payment is to be received at least 48 hours before said appointment. Understand, this payment is a deposit on total fees accrued for treatment received. Insurance, if applicable, will be submitted and the deposit will be applied to any unpaid portion of the total billed.

### **Confirming Appointments**

As a courtesy to our patients, our staff attempts to confirm your appointment 24-48 hours in advance. This will serve as a reminder of your upcoming appointment as well as a confirmation that we both have the same date and time reserved for you. If our staff is unable to confirm your appointment, you are still responsible for remembering and showing up for your appointment.

### **Emergency Care**

We make every effort to be on time for our patients and we realize that your time is as important as ours. We make it our policy to see dental emergency patients on the same day they call. Because of this, we may run behind the scheduled appointment times. Therefore, we thank you in advance for understand and want you to know that we will always be there for you if you have a dental emergency.

### **Appointment Cancellations**

Since appointed times are reserved exclusively for each patient, we ask that you please notify our office 48 hours in advance of your scheduled appointment time if you are unable to keep your appointment. Another patient who needs our care could be scheduled in your reserved spot if we have sufficient time to notify them. If you have a personal emergency, please let us know as soon as possible.

If, you miss an appointment without contacting our office within the requested time, or you cancel an appointment with less than 24 hours notice, a fee of \$25.00 may be charged to you. This fee cannot be billed to your insurance company and will be your direct responsibility.