

# SOUTHERN SMILES PEDIATRIC DENTISTRY - APPOINTMENT POLICY

At Southern Smiles Pediatric Dentistry, we understand our parents and patients have busy schedules! We want to make sure that your children are seen in a timely and efficient fashion. We also want to be able to help children in pain, or who have sudden emergency care needs. Our appointment policy allows us to do both of these so that we can accommodate all of your child's needs.

**Below is an example of the letter that you would receive IF an appointment is missed.** Please read the policy below, and let us know if you have any questions. Then, sign at the bottom of the page stating that you have read and understand our missed/cancelled appointment policy.

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Dear Parent,

Thank you for allowing Southern Smiles Pediatric Dentistry to serve your children's dental needs. Our records show that your child/children recently did not show up for a confirmed appointment or cancelled an appointment with less than 24-hour notice.

Patient Name: \_\_\_\_\_

Missed/Cancelled Appointment: \_\_\_\_\_

A missed dental appointment affects all of us. For you, a missed/cancelled dental appointment causes a delay in your child's treatment that was recommended to help them have a great smile. For our office, a missed dental appointment prevents us from scheduling another patient that could benefit from treatment or need to be seen for an emergency. We schedule individual time with each patient to allow us to deliver the quality and personal care that every patient deserves.

As a reminder, we require a 24 hour notice if you need to cancel or re-schedule your child's/children's appointment. We allow a 10-minute grace period for appointment times. After this 10 minute period, you are welcome to wait to see if another appointment opens up or you may re-schedule. Re-scheduling is easy! You can call us, email us, or leave us a voicemail to cancel/re-schedule. The Southern Smiles attendance policy allows for three strikes per family within a year period of time. If three incidents (missed/broken appointment or cancellation under 24 hours) occur within 12 months of each other, we will refer you to a pediatric dental provider that is closer to home, has more convenient hours, or may be more accessible for your schedule. Also, each appointment is counted as an incident (if two children miss an appointment on the same day, that is two incidents), and when a family is referred out, all children in that family will be referred out of our practice.

Thank you so much for your time and effort regarding this matter.

Sincerely,

The Staff at Southern Smiles Pediatric Dentistry

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**I have read and understand the appointment policy for Southern Smiles Pediatric Dentistry.**

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date