



North Jefferson Pediatric Dentistry, L.L.C.  
PO Box 944  
Gardendale, Al. 35071  
205-631-2240



## **Office Policies and Procedures**

### **Scheduling Appointments**

- ! Children 2 and under will be seen between the hours of 8 and 10 for any procedure.
- ! Children 5 and under will be seen between 8 and 10 for operative appointments.
- ! All children requiring extra time for cooperation will be scheduled between 8 and 10 for any procedure.
- ! Preventative appointments are available between the hours of 8 and 4.
- ! Operative appointments are available between the hours of 8 and 2:30.

### **Late/Missed Appointments**

- ! In order to minimize missed appointments, only one operative appointment will be scheduled at a time.
- ! Appointment times are scheduled in 30 minute intervals. If a patient is 10 minutes or more late, then the appointment will be rescheduled.
- ! **If you miss an appointment and do not call to cancel the appointment within 24 hours, you will be charged a \$25.00 to \$50.00 missed appointment fee per child depending on type of appointment.**
- ! **Missing 3 appointments will result in the family as a whole being dismissed from the practice.**

### **Multiple Family Members**

- ! Siblings may be scheduled together. When more than one family member is scheduled together, we require a minimum of a 48 hour notice for rescheduled or canceled appointments. If sufficient notice is not given, you will be subject to a fee per child and no longer able to schedule multiple family members together.

### **Accompanying Children During Appointments**

- ! Patients 2 years of age and younger are encouraged to come back by themselves.
- ! Patients 3 years and older will not be accompanied by the family member. Parents and/or guardians will be welcome to come back and discuss the child's progress at the end of the appointment.
- ! Special needs patients may have one family member accompany them during preventative services.
- ! Patients of any age will not be accompanied by a family member for restorative appointments.

### **Behavior Management**

- ! Children requiring extra time due to cooperation will be subject to a behavior management fee. This fee is not covered by insurance and will be due at the time of service.
- ! Nitrous Oxide is recommended during all operative appointments. This helps the child relax during operative appointments. Nitrous fees are \$45.00 and up according to length of appointment time.

### **Payment Policies**

- ! Payment is to be rendered upon completion of services.
- ! We accept cash, checks, Visa and Mastercard.
- ! We will accept your check payment with a Valid ID, such as a driver's license. Our return check fee is \$30.00.
- ! Patients with insurance will be asked for the portion not covered by insurance at the time of the procedure.
- ! Upon request, we will provide you with an estimate. An estimate is a calculation of what we assume your insurance will pay based on information that the company gives us. Estimates are not always accurate. Since policy provisions are subject to frequent changes, we cannot make a guarantee of the estimate. The balance remains your responsibility. We file the insurance claim only as a courtesy.
- ! Our practice is committed to providing the most appropriate treatment for our patients and our fees are based on what is usual and customary for our area and expertise. You are responsible for payment of the entire amount regardless of any insurance company's determination of usual and customary rate.



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**Non-Payment**

! In the event of non-payment, the parent and/or guardian agrees to bear the cost of collection and/or court cost including reasonable legal fees not to exceed 50% of the unpaid balance.