

# **ONECO DENTAL OFFICE POLICIES**

## **For Patients, Parents and/or Guardians:**

**Cell Phones:** During your appointment we kindly request that you refrain from cell phone use. Please turn off phone, or put phone on silent mode. Recording devices and cell phones are not permitted in operator rooms. You are welcome to use your cell phone in the waiting area.

**Parents and/or Guardians:** Our office only treats patients ages 5 and up. Due to space limitations, and for the doctor and assistants to work efficiently, Parents/ Guardians are not allowed in operator rooms during patients visit. ***If Parent/ Guardian have any questions on behalf of patient, please bring up questions or concerns to dental assistant before patient enters operator rooms.*** No treatment will be done without consent from parent or legal guardian. All treatment found will be discussed with Parent/ Guardian after patients visit.

**Appointments:** We realize that your time is important and we strive to see all patients on time for their scheduled appointment. There are times when our schedule is delayed in order to accommodate an injured patient or an emergency. Please accept our apology in advance should this occur during your appointment. We will do the exact same if you are in need of emergency treatment.

- Please plan to arrive 5-10 minutes or more before your scheduled appointment.
- If you arrive 10-15 minutes late for your appointment, you may be asked to reschedule for the next available appointment time.
- Please call at least 24 hours in advance if a cancellation is unavoidable so that we may give it to another patient.
- Please make sure to call or leave a message to confirm appointments (at least 1-2 days prior to appointment date). If we do not receive a confirmation for the appointment, we are able to put someone in need in the appointment time slot.
- There is a limit of 3 family members per appointment day.
- If appointment is missed consecutively 2 times. Patient is no longer able to schedule appointment, and will only be able to be considered as a walk in.

**Refund Policy:** Refunds are only permitted within the first **6 months** for treatment that has *not* been started.

**For Insurance patients:** We will first bill your insurance for services provided. Any portion of your bill that is not covered by insurance is your responsibility.

*Signing this document, you have read and agreed to our office policies:*

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Patient, Parent or Guardian

Date