

## OFFICE APPOINTMENTS AND POLICIES



### ***Appointments***

As we are a teaching institution, clinic appointments are subject to the education schedule of the dental school. However, we try our best to accommodate our patients as much as possible when scheduling appointments. We have found that children with extensive dental work are better to be seen early in the morning when they are fresher and can have a more positive experience. Some appointments may require the child to miss school; however, dental appointments, by law, are considered excused absences. With continued care, appointments during school can be kept to a minimum. Please call 713-486-4141 for initial examination. All follow up appointments will be made by the treating student.

### ***Check In***

The **parent or legal guardian of the patient MUST accompany the patient** to the initial appointment to complete the patient information paperwork and consent for treatment.

**Please arrive for your child's appointment at least 15 minutes early** so that all paperwork can be completed before your child is seen.

### ***Late Arrivals***

We try our best to keep to the schedule. But when a patient arrives late, it is impossible to stay on schedule. So, if you arrive more than 15 minutes past your scheduled appointment time, you may be rescheduled so that other patients are not inconvenienced.

### ***Cancellation/Rebooking Policy for Appointments***

It is essential that you keep all appointments. We realize that unexpected things can happen, but we ask for your assistance in this matter. Therefore, we request at least **24 hours notice if canceling or rescheduling any dental treatment appointment** because another patient could be scheduled if there is sufficient time to notify them. Treatment may be discontinued if you repeatedly cancel and/or fail to appear for appointments.

### ***Emergencies or After-Hour Care***

Due to the schedule confines, emergencies are not able to be seen at the dental school pediatric dentistry clinic. If your child has an urgent or emergency dental need during routine office hours, please call the Postgraduate Pediatric Dentistry Clinic at 713-500-8220. Depending on the nature of the problem, you will be given a same day or next day appointment at the office to assess the problem.



After hours, you should call the Postgraduate Pediatric Dentistry office phone 713-500-8220. The answering message will give you the telephone number for the Memorial Hermann Hospital paging operator. When you call, you should explain your need and the page operator will contact the pediatric dentist on call who will phone you as soon as possible. If treatment should be needed, you will be asked to go to the Memorial Hermann Hospital Pediatric Emergency Department where your child will be seen by the on-call pediatric dentist.

### ***Payments***

The School of Dentistry accepts only cash and credit cards. Payment must be made on the day the treatment service is rendered. We do not file any insurance claims. If you have dental insurance, you will be expected to pay for the treatment and file the insurance claim using the receipt at the time of payment.