

## 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 **713-500-8220** 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. Although we generally have collected much of the **information we require to register your child prior to his or her visit**, we ask that you **bring your state-issued photo identification and your child's insurance card**. Without the insurance card, we may be unable to file your insurance, and you may be responsible for the cost of the visit.

### ***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***

We acknowledge that everyone values his or her time, thus we attempt to accommodate everyone. Therefore, we request at least **24 hours notice if canceling or rescheduling** any dental treatment appointments because another patient could be scheduled if there is sufficient time to notify them. We realize that unexpected things can happen, but we ask for your assistance in this matter. Continued or broken confirmed appointments may result in dismissal from the practice.

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

If your child has an urgent or emergency dental need during routine office hours, please call the office



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.

### ***Insurance, Payments, and Billing***

The HMC Pediatric Dentistry Clinic accepts most major dental insurance plans as well as the Texas Medicaid managed care plans. We will verify your insurance coverage prior to your office visit. As a service to our patients, we will file your insurance claim for you. You will be responsible for co-payments and deductible at the time of your appointment. We accept cash, checks, and all major credit cards. Please be aware that every insurance group policy varies, and while we try to give the best possible estimate, we cannot always guarantee exact coverage. If a balance remains after insurance pays their portion of your child(ren)'s claim, you will receive a statement from our office. Should you have any concerns regarding a received statement, please do not hesitate calling to ask questions.