

# Welcome to Pediatric Dentistry of San Angelo!

We are a dedicated team, here to serve you and your children by carrying out our mission: to educate, foster and renew your child's best care. We look forward to getting to know you and your kids and to serving your family for many years to come! We hope your family will be happy here and encourage you to let your friends know that new patients are always welcome!



## Financial Policies

In an effort to hold the line on dental costs while maintaining a superior level of professional care we have established the following payment options:

1. Payment in full, or payment of the portion the insurance carrier will not cover, on the day treatment is rendered. (We are in network with many insurance companies and will file regardless of whether it is in or out of network.) This may be made using cash, check or credit card.
2. Payment of balance in full upon receipt of statement. At times, your insurance may pay a different amount than was estimated. Under these circumstances, a statement will be issued. You may send it in or make your payment online through Patient Connect.
3. Payment plans, including *Care Credit*, are available upon request. We will be sensitive to your financial circumstances within the framework of sound business practices.



## Your Child's Appointment

We see your child by appointment only. Please call our office at 947-7777 or contact us through Patient Connect in advance so we may reserve a time for you.

Our main goal is to give your child and everyone we serve, the "best care" possible. Agreed appointments being kept are an important aspect of our services.

Because we know that you want your child to have a positive experience in our office, we want you to know that you are welcome, but not required to accompany your child throughout his/her visit with us.

In order to accommodate all our families, we kindly request that when scheduling your child's checkups, you alternate between morning and afternoon time slots.

If you have a change of address, or phone number, please notify us in a timely manner.

If you have a change of INSURANCE, we MUST have at least 1 business day notice prior to the next appointment so we can be prepared. Without that notice, you may be required to either pay full price and be reimbursed later, or cancel your child's appointment until we have information needed to process the claim.



## Emergencies

Your child's dental health is very important to us and when there is an unexpected change or situation that requires immediate attention we will do our best to work your child in as soon as possible. If you do have this situation, know that we will do our best to see your child in a timely manner.

If you have an emergency during non-business hours, please call our office and follow the prompts to leave a message. If you do not hear from the doctor within 30 minutes, please go to the emergency room.



## Schedule Changes

We make every effort to be on time for you and your child. We ask that you extend the same courtesy to us and other patients of the practice. If you cannot make your appointment with us, please give us at least 24 hours notice. Most often, there are other children waiting to be seen if you are unable to be here.

Please be aware that when three failures to show up for agreed appointments and/or last-minute cancellations occur—we will be unable to continue providing dental care for your child. However, we know that at times there are extenuating circumstances. And we will take these into consideration.

From time to time, openings may occur in our schedule. We do our best to let our patients know of these openings. We find that our patients and their families appreciate the unexpected convenience of being able to complete dental treatment earlier than anticipated. You can help us with this, if you have changes in your schedule, too.

