



Redefining the norm for the pediatric dental experience

Thank you for choosing Camp Smile Pediatric Dentistry & Orthodontics as your child's dental home. We understand there are many options in dentistry and we are honored that you have entrusted us with your child's wellbeing. We believe effective and clear communication is imperative to provide premier dental care for your child. As a result, we would like to outline the expectations that we have for our patients and their families including the services we provide.

First, we will always do our best to see each patient on time for their scheduled appointments; however, we want each child to have the best possible experience with us. This allows us to provide valuable insight to parents regarding their child's dental needs. Appointments may extend beyond their scheduled time, although rare. We do our utmost to answer all questions parents may have regarding recommended dental treatment, treatment options, and other concerns; additionally, we never want to make a child feel uncomfortable and want them to feel confident leaving our office, which occasionally requires extra time and attention. We promise to always see your child as soon as we are able and to provide the same level of care for your child as we did with the previous family. Your patience and understanding in this matter is appreciated and we will notify you if the appointment immediately prior to your child's is running longer than planned.

In conjunction, we do ask that you arrive at your child's scheduled appointment on time. We will accommodate late arrivals whenever possible; however, if there is no availability in our schedule, we are not always able to do so. Please expect for our team to assist in rescheduling. As previously stated, our goal is to provide premier care to every child and specific amounts of time are required to do so. Other patients who are on time to their appointments cannot be pushed back due to the later arrival of another family.

Secondly, our providers have completed additional education beyond their Doctor of Dental Surgery Degree and Certificate in Pediatric Dentistry or Orthodontics to specialize in delivering care; therefore, we ask you trust their advice and recommendations. Please ask appropriate questions until you fully understand their recommendations. If you still do not feel comfortable with the recommended treatment, we encourage you to seek a second opinion. If a dental procedure is unable to be completed due to patient behavior, we are willing to attempt in office a second time; however, a \$250 second-attempt fee will apply if treatment is not successful. If treatment under general anesthesia was recommended but you are requesting treatment to be attempted in the traditional office setting, a \$250 fee will apply if treatment is unable to be completed. We again want your child to have a positive and safe experience, therefore, we will not provide care if it requires treatment to be completed in an unsafe or traumatic manner, compromising the quality of care.

Additionally, a 24-hour cancellation notice is required for all appointments. Our goal is to provide timely treatment for children and with last-minute cancellations, we are often unable to see another patient in your child's place. A \$250 cancellation fee will be applied to any appointment that is failed or cancelled less than 24-hours in advance. We understand that events transpire, and children become ill. No fee will be issued for the first cancellation less than 24-hours in advance, per calendar year. If an appointment is cancelled for an excused reason, no fee will apply. If an appointment is habitually cancelled less than 24-hours in advance, regardless of reason, the cancellation fee of \$250 may apply. This is on a case-by-case basis and will be reviewed by the practice manager. If 3 or more appointments are failed or are cancelled within 24-hours of the scheduled appointment time, per calendar year, the child and family will be dismissed from our practice.

Camp Smile will submit claims to your dental insurance as a courtesy to you and your family. A legal guardian is required to sign our Health Insurance Portability and Accountability Act (HIPAA) document prior to doing so. We ask that you please understand we are unable to verify any insurance coverages, limitations, or details of your child's policy. If treatment is needed for your child beyond their preventive care appointment, we will always send a pre-estimate to your insurance company. Please understand that this will be mailed to your home address from your insurance company, not from Camp Smile. This allows you to know the out-of-pocket cost for dental treatment, which will be collected the day services are rendered. We do believe in price transparency and will always let you know our fees for our services. You are financially responsible for payment on all balances within 30 days of services rendered. If you do not have dental insurance, you are responsible for paying in full the day services are rendered. It is your responsibility as the policy holder to notify us of any insurance changes to ensure proper billing. Camp Smile is not responsible for timely filing being unmet if proper insurance information was not presented to us the day services were rendered.

Camp Smile will not act as a liaison between parents for any communication including (but not limited to) scheduling, recommended treatment, or financial matters. One legal guardian's signature suffices for consent of treatment. Please understand that balances must be paid in full within 30 days of services rendered, regardless of court decree proceedings. If an account is deemed uncollectible, any legal guardians will be turned over to a collections agency, resulting in family dismissal from our practice.

To protect the comfort and privacy of our patients, please refrain from using your cell phone in the clinical area. This includes recording any procedures being performed, as well as taking any photographs. We encourage you to take photos prior to treatment beginning or after the appointment is concluded. If you wish one of our providers to be in the picture, it must so be done while treatment and procedures are not in process in conjunction with obtaining consent from the provider.

Camp Smile will not be held liable for any child injured on our playscapes or in our space. We ask that parents please monitor their child closely and promote safe, respectful and volume appropriate play.

We believe the best outcomes for our patients are based on mutual trust between the provider, patient, and their family. We count on you to participate in your child's care with the details previously outlined above. We will always do our best to continue to provide optimal care for your child and *redefine* the norm for their pediatric and orthodontic dental experience.

Legal Guardian Name

Legal Guardian Signature

Date