

Melissa V. Rozas, D.D.S. Dentistry for Infants, Children & Teens
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Our Appointment Policy

Welcome to our dental practice! I have combined my 25 years of dental experience with children with a great deal of research to train my staff in how to properly schedule and place each appointment. The schedule in our office is constructed so that each child receives the best appointment with the least amount of waiting time. Below are a few guidelines we use when scheduling.

New Patient Examination:

New patient time is set aside each day, so that there is adequate time for radiographs (x-rays), professional cleaning and fluoride treatment, oral hygiene instructions, and nutritional and prevention counseling. The doctor is available during this time to perform dental exams which includes evaluation for decay, soft tissue exam, orthodontic evaluation, and airway assessment. In addition, we include time to talk with the child and parent about their concerns and recommendations. We reserve extra time for new patients so that we have time to get to know you and your child.

Recare (Check-Up) Appointments:

Recare appointments are typically set in 6-month intervals, but some are on a 3-month schedule.

Infant/Toddler: We see toddlers typically in the morning hours or just after their mid-morning nap. We find that most children have a more positive experience earlier in the day rather than later.

School-Age Children: Younger school age children (5-8 years) are seen in the morning when they are well rested. We reserve the afternoon appointments for our middle and high school age patients. Appointments booked between 3:00-5:00 pm are reserved for those patients willing to see the first available dentist. We will provide a doctor's note from our office before returning to school that day or the following day.

Restorative Procedures (fillings):

If your child is under the age of 8, and is going to have extensive dental work completed, or is slightly apprehensive, we will schedule his/her appointment in the morning only. The doctor may request that our staff schedule your child at a specific time due to the length of time needed, difficulty of treatment, or your child's anxiety level. Please follow the recommended times to ensure that your child has the most positive experience. For all treatment with or without insurance, we require a \$50.00 deposit to reserve a restorative appointment with our dentist. This \$50.00 deposit will be applied to your estimated out-of-pocket portion or remaining balance if you have no insurance. If the appointment is cancelled due to tardiness or you miss your appointment without giving us 24 hours' notice, you will lose your deposit.

Late/Broken/Missed Appointments:

We know there are times when a patient is late due to traffic problems, etc. If you are more than 10 minutes late, we may ask you to wait for an opening to prevent a "traffic jam" in the schedule or reschedule the appointment. This would be unfair to those who arrived on time for their scheduled appointments. Since our "after school appointments" are booked 4-6 months in advance, it will probably be necessary to reschedule the missed appointment during school. Since this is not a very popular option, every effort should be made to keep the original appointment.

We understand that there may be times when an appointment has to be rescheduled or broken, but please make every effort to inform our office, so that we may offer your appointment time to another child that may be in pain or in need of a consultation. We try to be flexible with the schedule and understanding of your needs, but constant missed or rescheduled appointments cannot be permitted. *We reserve the right to charge \$50.00 for appointments cancelled or broken without 48 hours advance notice.*

Your understanding in this matter would be greatly appreciated. When, at times it seems as though our schedule is inflexible, please remember we are trying to be fair and give everyone the best dental experience possible. You and your children are the most important members of our dental family!