

WELCOME TO OUR COMMUNITY CLINIC

We are glad you have made an appointment for yourself or your child for important oral health care. Regular dental visits every 6 months, including examinations, cleanings, fluoride treatments, dental sealants, and fillings are very important to keep teeth healthy. It is especially important that you keep your appointment! Valuable time has been reserved for you or your child's care. **If you do not keep on a regular 6 month schedule, maintain excellent home care and proper diet, MCDC cannot be held responsible if restorative care fails.** Failure of the restoration due to neglect of oral hygiene and a high sugar/high carbohydrate diet is the responsibility of the patient and not the dentist. Failure of any restoration within a two year time period, and the required follow up repair or extraction will be at the **patient's** expense.

PRE-PAYMENT POLICY

All dental services are offered at a reduced fee and can be found on your Treatment Plan, however, any service fees that are the patient's responsibility will be expected to be paid in full prior to scheduling your appointment.

BROKEN APPOINTMENT / CANCELLATION POLICY

A missed appointment results in lost time which could be used for another patient waiting to receive treatment. If you fail to show for a scheduled appointment, all future appointments you may have scheduled will be cancelled. If you wish to continue your dental treatment in our office, you must call to schedule a new appointment. We also require 24 hour advanced notice when cancelling an appointment that has been reserved for you. Depending on the nature of the cancellation, any combination of failing to give adequate cancellation notice or not showing for an appointment may result in **DISMISSAL** from **all MCDC** clinics.

If you are referred to another **MCDC** Clinic for specialty services (i.e. pediatric dentistry, oral surgery, or endodontic procedures) and you fail to provide 24 hour advanced notice to cancel that appointment, you will **not** be given another appointment in the office you were referred to.

MCDC provides a courtesy reminder call for appointments approximately two days in advance. We will leave an appointment reminder voicemail with the phone number on file. However, in the event your phone has been disconnected or is unable to accept voicemail messages, it can result in **DISMISSAL** from **all MCDC** clinics if you fail to keep your scheduled appointment.

MINOR PATIENT APPOINTMENT REMINDER

MCDC providers are required to discuss and obtain permission **BEFORE** providing treatment to all minor (a child under the age of 18) patients. An adult **MUST** be present in the clinic throughout the duration of the child's appointment. If a parent is unable to bring the child to the appointment, there is a consent form that can be signed to authorize another adult permission to approve treatment plan procedures. Please request this form in advance of the scheduled appointment.

BEHAVIOR

Seeking and receiving medical care can be stressful and anxiety provoking. For the sake of all individuals involved, civil behavior with proper respect, courtesy and manners must be maintained and observed. Individuals who use foul language or who display threatening or violent behavior will not be tolerated and will be immediately dismissed from all MCDC clinics.

EMERGENCY CARE

Dental clients who have been dismissed from the clinic for either broken appointment or cancellation reasons will be notified by certified letter and will be seen for **EMERGENCY** care only for 30 days from the date of the dismissal letter.