



Camino Pediatric Dentistry

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Sunnyvale, CA 94087

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Office Guidelines

Welcome to our practice. Please take this review our Guidelines. If you have any questions, please do not hesitate to ask us to clarify.

Scheduling Appointments

In general, our office will schedule appointments at time of your convenience. However, please understand that we generally prefer to see preschool children in the morning when they are freshest. This allows us to work more slowly with our patients and to focus more on providing for our patients' comfort.

For similar reasons, young children in school should also be seen in the morning. Dental appointments are excused absences. By taking your child to visit the dentist on a regular basis, you will help your child avoid major problems that will keep your child away on a more prolonged basis.

We generally strive to keep all appointments on time and on-schedule. In return, we ask that if you anticipate not being able to keep any of your appointments, please give us at least a two-day notice. With sufficient time, we can schedule other patients who desperately need to see a dentist.

Please understand that while we strive to see all patients on time for their scheduled appointment, there are times when our schedule is delayed in order to accommodate an injured child or an emergency. We thank you for your understanding.

Please plan to arrive 5 minutes or more before your scheduled appointment to allow time to complete any additional paperwork and see your child on time.

If you arrive 10-15 minutes late for your appointment, you may be asked to reschedule for the next available appointment time.

Staying With Your Child

We encourage parents to stay with their children during procedures. Having parents with us in the back allow us to better explain the procedures and answer parents' questions as they come up. However, if parents are not comfortable in the back office, we understand and allow parents to remain outside and will ask these parents to come to the back only when necessary.

Working With the Dental Team

We ask parents to partner with us to provide the safest and non-distracting environment for our young patients and dental team. Please observe the following:

1. Turn off cell phones in the office.
2. No food or drinks in the office.
3. Photos are welcome before treatment starts, but please ask the doctor before taking them. Please no photos or video taping during treatment.
4. If patient's siblings will be present during the appointment, please supervise them at all time.

Financial and Cancellation Guidelines

1. All professional fees are due at the time of service.
2. For patients with insurance:
 - a. Co-payments and deductibles are due at the time of service.
 - b. Any amounts not paid by your insurance company are your responsibility.
 - c. After 30 days, all outstanding balances, including outstanding insurance claims, are due and payable by you.
 - d. As a courtesy to you, we will handle the insurance billing; however, you must cooperate with us in the process. If your insurance company requests you to submit any information, you must respond in a timely manner.
 - e. We recommend that you keep track of your benefits (such as maximums or eligibility requirements).
 - f. It is ultimately your responsibility to make sure your insurance pay what they are supposed to. We are always here to assist you as needed.
 - g. Failure of your insurance to pay for any procedures does not indicate that treatments were not important or that we should waive our fees.
3. Parents or guardians must accompany the child at time of treatment or submit written treatment and financial consent at each and every visit.
4. We reserve the right to charge a cancellation fee for failure to give 48 hours notice to change or cancel appointments.
5. There is a \$30.00 fee for all returned checks.
6. We strive to inform all patients of the fees for all treatments planned. However if for any reasons we fail to do so, it is your responsibility to inquire before the treatments start.

Signature: _____ Date: _____