



Office Policies

General Information:

- Office Hours: Monday-Thursday, 8:00am-5:00pm.
- Payment is expected at the time services are rendered.
- Your appointment time is reserved specifically for you. We require 24 hours notice if you wish to cancel.
- In consideration of our sedation patients and stringent infection control procedures, food and drink are not permitted in the waiting and treatment areas.
- Strollers are not allowed in the treatment area.
- Cell phone use is not permitted in the treatment areas. If you must make a phone call in the waiting room please be brief and considerate of other individuals.

Your child's first visit: Children should begin visiting the dentist approximately six months after the eruption of the first tooth. Prepare for your child's first visit by taking a positive approach. It is important for young children to have positive initial experiences, as these experiences will set the tone for their future attitude toward dental care and oral hygiene. At Middle Tennessee Pediatric Dentistry your child will experience a fun, relaxed and safe environment where they will meet other children and learn about proper oral health. Our goal is for your child to have an exciting and educational experience so that they will enjoy visiting the dentist throughout their lifetime.

Preventive Care Visits: We recommend that your child be seen every 6 months for routine preventive care. However, some children may require more frequent visits. During these visits, your child will have a dental cleaning, exam and fluoride application. X-rays may be taken. Our hygienist will work with you and your child to review and implement proper oral hygiene techniques. During these appointments, our doctor will assess your child's dental and skeletal development and how it relates to future orthodontic treatment (braces). Many times extensive and costly orthodontic treatment can be averted through interceptive and timely care during facial growth and development. Our doctor is specifically trained to identify such instances and will advise you on the appropriate course of treatment.

Appointment Scheduling and Cancellation Policy: Our office attempts to schedule appointments at your convenience. In order to make your child's appointment a pleasant and fun experience, we have certain guidelines that we follow. Children under the age of six should be scheduled in the morning because they are fresher and our morning schedule allows us to spend the extra time with them that they deserve. If your school age child needs special attention or has exhibited uncooperative behavior at a previous appointment he/she should also be scheduled in the morning. Children age six and over can be scheduled in the afternoon for routine dental and non-invasive (sealants) dental care, cooperation permitting. For all children, we schedule restorative or invasive (i.e. extractions) procedures in the morning or early afternoon. If your school age child must miss any part of the school day for a dental appointment, we can provide you with a doctor's excuse. By state law, dental and medical appointments cannot be counted as an unexcused absence if a doctor's excuse has been provided.

Your scheduled appointment time is reserved specifically for your child. We require 24 hours notice to cancel or reschedule an appointment. We make every effort to confirm appointments 24 to 48 hours prior to your arrival. In consideration of other patients please make every effort to arrive on time. If you are more than 15 minutes late we may need to reschedule your child's appointment. You may also be asked to arrive a few minutes early to complete paperwork and update medical histories. Should you not show for your scheduled appointment, cancel with less than 24 hours notice, or arrive more than 15 minutes late this will be considered a "failed appointment". Failed appointments may result in a \$50 fee per appointment (i.e. if you have 2 children each with a scheduled appointment the fee would be \$100). This fee must be paid prior to scheduling any subsequent appointments. Two failed appointments may prevent us from scheduling any subsequent appointments and result in dismissal from the practice.

A reservation fee of \$75 is required to make an appointment for a sedation visit. This fee will be applied to your treatment costs on the day of the sedation appointment. If the appointment is missed, the patient is excessively late, or sedation pre-op instructions are not followed the fee will be kept as a missed sedation appointment charge.

Although we strive to stay on time, we are devoted to the children we treat. Occasionally, an emergency will cause us to run late with our scheduled patients. We ask for your understanding in this matter. If we are running more than 15 minutes late, please see the receptionist. We would be happy to reschedule you if your time schedule does not allow you to stay. We thank you for your understanding.

Sickness and Missed Appointments: If your child is ill, please call our office as soon as possible to reschedule. Children scheduled for sedation will not be treated if they are ill. We understand that emergencies happen, however missed appointments disrupt the schedule and take valuable treatment time away from other children who are waiting to be seen. Please be considerate of others and provide at least 24 hours notice when rescheduling or cancelling.

Parental Participation: Parents are encouraged to come into the treatment area on their first visit to view our facilities and to personally meet the doctor and staff. Everyone will make a great effort to ensure that your child feels comfortable in these new surroundings. We strive to make these positive encounters. We hope that parents will become comfortable enough to allow their child to enter the treatment area by themselves on subsequent visits. This allows the child to establish an uninterrupted relationship with the doctor and his staff. Occasionally, the doctor may feel that a child will respond with better behavior if a parent is present. If we ask a parent or guardian to accompany their child into the treatment area, we ask that they stay seated and act as a silent supportive partner. It is important that we establish cooperation and trust directly with each patient to ensure future success. Should your child require restorative treatment utilizing nitrous oxide or sedation, we request that parents remain in the waiting room during treatment so that can devote 100% of our attention to your child.

Behavior Management Techniques: We do our best to provide your child with the highest quality dental care in a safe and caring environment. Every effort will be made to work with your child to gain cooperation through understanding, gentle guidance, humor and praise. When these fail, there are other management techniques that can be used to eliminate or minimize disruptive behavior. Our dentist and staff have received training in the techniques accepted by the American Academy of Pediatric Dentistry. These will be explained to you should the need arise.

Emergency care: If your child has an emergency, please call us, and we will see your child as soon as possible. Our after hours answering machine will provide you with a way to reach Dr. Byrnside. Please leave a message and your call will be answered as soon as possible. With few exceptions, only trauma to permanent teeth is a valid reason for a patient to be seen in the office after hours

Finally, if you expect your child to do well and enjoy their visit to our office, chances are they will do just that!
Thank you for your understanding and cooperation in these matters.

I have read and understand the office policies of Middle Tennessee Pediatric Dentistry, LLC.

Signature: _____

Date: _____