



Ryan R. Smith, D.M.D

210 Village Center Blvd Suite 130
Myrtle Beach, SC 29579
843-236-7500

Office Policies

We appreciate your allowing us to provide dental care for your child. Because we value our relationship with you, and believe that the best relationships are based on understanding, we offer these clarifications of our office policies.

Appointment Policy: We value you as a patient and specifically set a special time for child's needs.

- Due to high demand of appointments and lengthy wait time (3-4 weeks until first available visit with Dr. Ryan):
 - **Confirmation calls** for appointments will be made **2 days prior** to a scheduled appointment.
 - **Twenty-four (24) hour notice** is necessary for cancellation and rescheduling of a scheduled appointment. A **return phone call or confirmation** of appointment is **needed the day prior** to your child's scheduled appointment. If this notice is not given, we reserve the right to refer you and your child to another dentist or assess a fee of **\$50.00** for failed appointments.
 - If a confirmation is not received by parent/guardian for the patient's appointment and the patient shows, our office will attempt to work you into the current schedule that day but does not guarantee your child will be seen and the appointment may have to be rescheduled.
 - *If you are more than **10 minutes** late for your scheduled appointment, your child's appointment may have to be rescheduled or worked into the schedule if time allows.*
 - If your patient is scheduled for an **oral conscious sedation appointment**, we request that you **provide at least a 72 hour notice if you need to reschedule* your appointment**. A fee of **\$150.00** will be assessed for failed appointments. (*unless in case of illness/sickness or emergency)
 - Our confirmation calls are a **courtesy** to our parents and patients regarding their scheduled appointments. It is the **parent/legal guardian's responsibility to keep and honor scheduled appointments** with our office.
- During school months, early morning and late afternoon appointments are in high demand. We try to honor these requests and ask that you help us by understanding when we need to appoint during school hours. We will gladly provide you with a school excuse for your child.
- If you schedule an appointment during the following times: Spring Break, Winter Break, Fall Break, Teacher Work Days or another day the school is closed/out, we ask that you honor this appointment. We book these dates in advance due to high demand of no school absences.
- In our office, we schedule children who are younger than 6 years of age for **morning appointments only**. This age group does better when they are well rested and we find their attention span is longer in the morning hours. We pride ourselves in providing extra time for the personal attention each patient deserves. Only in cases of emergency will we treat children younger than 6 after 1:00 pm in our office.
- A patient can and will be dismissed as a patient of record of our office if two appointments are failed/missed.

Contact Information:

- If you have an **informational change** in telephone numbers, address, etc. It is the **parent/legal guardian's responsibility** to notify our office with such changes. **If you do not update our office** with contact information as it changes, we **cannot guarantee appointments** will be honored as they were scheduled (see above confirmation policy).
- Our confirmation calls are a **courteous** to our parents and patients regarding their scheduled appointments. It is the **parent/legal guardian's responsibility to keep and honor scheduled appointments** with our office.

Parent Information:

- Parents are welcome to accompany their child into the treatment area during the initial examination and all appointments except for **conscious sedation**. We do ask that if you accompany your child, you assume the role of a **silent observer**. Your presence is greatly enhanced if you play a *passive role* and let Dr. Smith and her staff play an active role. If more than one person is speaking to your child, they may become confused. Cooperation and trust must be established directly between Dr. Smith and your child.
- We also ask that siblings remain in the waiting room or the play areas unless being seen for an appointment themselves. No other children are allowed in dental operatories during treatment.
- We encourage older children to come back to our treatment area by themselves as this builds autonomy and trust.
- Some apprehensive children make look to their parent as an “escape” and in this case, we may ask the parent to wait in the reception area during treatment in order to facilitate a more direct line of communication between your child and Dr. Smith.

Financial Policies:

- Please understand that payment of your bill is considered a part of your child’s treatment. Please be aware that the parent bringing the child to Dr. Smith’s office is legally responsible for payment of all charges. We cannot send statements to another person.
- **Co-Payments and Deductibles are to be paid at each appointment for services rendered.** For the convenience of our patients, we accept cash, personal checks, American Express, MasterCard, and Visa. We do not accept post-dated checks in our office.
- Concerning dental insurance, we strongly urge you to thoroughly review your insurance plan guidelines/booklet prior to your appointment. There is **NO** direct relationship between Dr. Smith’s office and your insurance company. The type of plan chosen by you and your insurance company determines your insurance benefits.
- As a courtesy to our patients, we will electronically file your dental insurance claims and bill your dental insurance company for treatment you receive. However, in the event the insurance company, for any reason does not pay the estimated portion of the bill, the balance will become the patient/parent’s responsibility and will be billed directly to you.
- Balances unpaid by your insurance company will be billed to you and must be paid within thirty (30) days.

Office Guidelines:

- Our office will make every effort to stay on schedule. Sometimes emergencies occur, which require Dr. Smith to interrupt her schedule. When this happens, our staff will keep you informed and assist you in any way possible. Please understand that there may be times when you have an emergency which may result in another patient having to wait.
- We will explain the results of child’s dental examination and the available treatment options, if treatment is necessary.
- Please bring your child’s current dental insurance card to every appointment. Parents must have a valid ID at appointments.
- **Children who have an appointment must be accompanied by one adult. Due to limited reception area space, we ask that you only bring your child that is being seen for the appointment scheduled.** Our office and facilities can only accommodate one parent and the child being seen for a scheduled appointment. (This does not apply to second adult present for sedation procedures.)
- All failed appointments will be reported to the appropriate agencies.
- Please help us keep our reception area clean and neat. No outside food or drinks is allowed into our office.
- Cell phones are not be used in the hygiene bay and treatment rooms of our office. Please refrain from taking videos during restorative treatment or oral conscious sedation appointments. If you must take a phone call, please step into the waiting area or common areas of the medical building to do so.
- Oral Sedation and Hospital Cases have different cancellation and confirmation policies and will be reviewed with parent/legal guardian if procedures are scheduled.

Parent/Legal Guardian: _____ Date: _____