

## **Late Patient Policy**

Pediatric Dental Associates values the goodwill of all our patients, caregivers, and families. We appreciate the busy pace of your lives and respect the fact that your time is precious. With your cooperation, we can improve our ability to make your visits with us more efficient, enjoyable, and stress-free.

When a patient arrives late for a visit, we do everything in our power to see that patient without significantly inconveniencing other patients. If a patient arrives late and there are no other patients scheduled or ready to be seen, we will see the late patient when he or she arrives. However, if a patient arrives more than 10 minutes late and other patients are waiting, we assess how accommodating that patient will affect other patients. Patients who arrive on time are prioritized over those who arrive late.

We often cannot predict how long a late arrival may wait. Sometimes late arrivals can be accommodated if another patient fails to show up for an appointment. We may suggest returning at a later time to minimize your waiting time in the office, but we cannot guarantee a later appointment time. On a very busy day, as a last resort, we may have to ask a late patient to reschedule their appointment to another day. Calling to notify us that you are running late helps us accommodate a late arrival better, but does not alter the late arrival policy.

All of us at Pediatric Dental Associates wish that every patient could be seen promptly at his or her scheduled appointment time. We dislike keeping our patients and families waiting, just as we dislike being kept waiting ourselves. We believe that everyone's time is valuable, and we continue to revise our schedule to improve patient flow and to be accommodating as possible to all.

### **Why do I have to run on time if the provider doesn't always run on time?**

We ask our patients to arrive on time, and enforce our late policy, as late arrivals affect the entire schedule. For example, if our first patient of the day arrives 15 minutes late, it is impossible to get back on schedule for the remainder of the day. We certainly cannot make up that time by short-changing subsequent patients.

Dental Emergencies also affect our schedules. As Dental providers, some dental emergencies require us to perform procedures that are unforeseen. These situations can cause a provider to run behind.

It is our policy to accommodate, on same-day basis, all patients who require a dental emergency visit.

## **How can you help?**

You can help us greatly improve our ability to see you on time by arriving on time yourself for a scheduled visit. Please call us if you think you will arrive more than 10 minutes late. If possible, we will try to adjust our schedule. However, it is possible that we will ask you to reschedule your visit to another day.

In order to improve office flow, we may suggest both an “arrival time” for you as well as an “appointment time.” By coming a few minutes earlier than your appointment, at your suggested “arrival time” you enable our office staff to update your medical, insurance and demographic information. This enables everyone to be seen more promptly and efficiently.