



Peninsula Community Health Services

DENTAL CLINIC POLICY

Welcome to Peninsula Community Health Services' (PCHS) Dental Clinic. Our staff strives to ensure that your visit is a positive experience. In order to serve you better, we ask that you take a moment to read our clinic policy.

- In order to consent to healthcare services, minors must be accompanied by an adult at their first visit. A relative who is at least 18 years old may accompany the child to their appointment.
- PCHS does not require a parent or legal guardian to remain in the waiting room throughout the appointment. However, a parent or legal guardian should be available if a question arises concerning treatment options. Additionally, if further consent is required for treatment, PCHS will not be able to proceed if a parent or legal guardian is unavailable to consent.
- Patients who are **three (3) years old or younger** may be accompanied by the parent in the treatment room. New patients may also be accompanied by their parent if deemed necessary by the provider. Children may not accompany their parents to their dental treatment appointments due to safety concerns.
- Only three (3) "No Shows" or missed appointments will be allowed. After 3 "No Shows" the patient will be placed on a waitlist status. They will be asked to come into the clinic and wait for an appointment to become available. After satisfying one waitlist appointment or six months of waitlist status the patient will be able to schedule future appointments at their convenience.
- Check-in time is 10 minutes prior to the scheduled appointment. Patients who arrive later than their scheduled appointment time may be rescheduled or asked to standby for a No Show.
- You must provide the clinic with **at least two (2) hours'** notice to cancel or reschedule your appointment. Less than two hours' notice will result in a No Show.
- If you do not have insurance, we will be able to see you and/or your child on a sliding scale. Payment is generally expected at the time of service. If you have insurance, please have your insurance card readily available during each visit.
- PCHS strives to protect the privacy of our patients. However, we cannot guarantee that conversations will not be overheard by others. If you are concerned about where a conversation is occurring, please let our staff know so that we can find a more private space.
- PCHS sends reminders to patients prior to their scheduled appointments. We therefore request that you provide us with your contact information and inform us immediately if

your contact information has changed.

- Our providers make every effort to accommodate as many patients as our schedule allows.
- Treatment is **NOT** guaranteed during a new patient exam, recall, or emergency visit. Because each clinical case is different, care may be limited to a diagnosis if the provider determines that further treatment cannot occur at that visit. In this case, you may be asked to schedule a follow-up appointment.
- You may be referred to another dental clinic if the treatment you need is beyond the limits of our dental clinic capability.
- We may be able to offer the following services:
 - X-rays
 - Limited oral evaluation
 - Temporary treatment to relieve pain or discomfort
 - Evaluation of clinical and radiographic findings by a dentist
 - Prescription medication
 - Simple extraction
 - Simple root canal (on a case-by-case basis only)
 - Temporary or permanent filling
 - Localized teeth cleaning
 - Information about other dental resources for treatment
 - Gum Disease Treatment (deep cleaning with anesthetics on a case-by-case basis)
- At PCHS, we **DO NOT** offer the following:
 - Braces (Orthodontics, referral resources are available)
 - Complex extraction (referral resources are available)
 - Complex root canals (referral resources are available)
 - Dentures and/or partials (referral resources are available)
 - Implants (referral resources are available)
 - Crowns (Caps) and/or Bridges

Again, thank you for choosing Peninsula Community Health Services for your dental home. Please feel free to contact us anytime during our normal business hours if you have any questions or concerns.