

Office Policy – Sleepy Smile Dental

At Sleepy Smile Dental, we are dedicated to providing exceptional pediatric dental care in a warm, child-friendly, and safe environment. Our office policies are designed to foster trust, promote efficiency, and ensure every visit is a positive experience for children and their families.

1. Appointments & Scheduling

We operate on a scheduled appointment basis to minimize wait times and allow sufficient time for each patient. New patients are encouraged to arrive 15 minutes early to complete initial paperwork and familiarize themselves with our office.

- Appointments can be scheduled via phone, email, or our online booking portal.
- We prioritize emergency cases when necessary and will do our best to accommodate urgent dental needs.

2. Cancellations & Missed Appointments

To provide the best care for all our patients, we request that any appointment cancellations be made at least **24 hours in advance**.

- Cancellations made with less than 24 hours' notice, or missed appointments without notification (no-shows), may incur a cancellation fee.
- Repeated missed appointments may result in limited scheduling options.

3. Check-In & Waiting Room Etiquette

We kindly ask that all patients and parents check in at the front desk upon arrival. For the safety and comfort of our guests:

- Children must be accompanied by a parent or legal guardian during all visits.
- Please supervise young children in the waiting area and limit the use of mobile devices or toys that may be distracting to others.

4. Treatment under General Anesthesia

We specialize in providing dental care under general anesthesia for children who require advanced procedures or who experience high levels of anxiety. All procedures are performed under the supervision of board-certified anesthesiologists.

- A pre-anesthesia evaluation will be scheduled prior to treatment.
- Parents will receive detailed pre- and post-operative instructions.
- Informed consent is required prior to all sedation-related procedures.

5. Parental Involvement & Consent

We value parental involvement and transparency. During consultations and treatment planning, parents are encouraged to ask questions and discuss concerns.

- During treatments involving anesthesia, parents are asked to remain in the waiting area.
- All medical forms and consents must be completed and signed by a parent or legal guardian.

6. Infection Control & Safety

We strictly adhere to the infection prevention guidelines provided by the CDC, ADA, and OSHA. All instruments are sterilized using medical-grade autoclaves, and our staff undergo regular safety and hygiene training.

7. Financial Responsibility & Payments

Co-pays, deductibles, and any out-of-pocket charges are due at the time of service unless other arrangements have been made in advance.

- We accept major credit/debit cards, HSA/FSA payments, and selected payment plans.
- Financial estimates will be provided prior to procedures for your review.

8. Patient Privacy & Records

Sleepy Smile Dental is compliant with **HIPAA (Health Insurance Portability and Accountability Act)** guidelines. We respect your privacy and protect all personal health information.

- Medical records will only be shared with authorized individuals or third parties with written consent.