To the Parents of Pediatric Dental Patients

We would like to welcome you and your child / children to Riverdale Pediatric Dentistry. As you may or may not know, a Pediatric Dentist is a dentist who has undergone a rigorous and specialized two to three year training program beyond dental school that uniquely prepares them to care for your child’s special dental needs. The pediatric patient generally requires a different treatment approach than an adult patient. Children are not “small adults”, neither physiologically nor psychologically. It is our goal to provide your child with the highest quality of dental care consistent with the American Dental Association and the American Academy of Pediatric Dentistry’s guidelines. Please give us your full cooperation by becoming a partner in your child’s dental treatment and observing the office policies outlined below.

In the Treatment Area:
Parents or Guardians are encouraged to be in the treatment area during the initial exam so they may become acquainted with the dental office and personnel and have the opportunity to review treatment needs with the Specialist.

At subsequent appointments, the presence of the parent or guardian in the treatment area will be established depending on the patient’s needs. Parents or guardians are routinely asked to escort/accompany children with special needs and those 3 years of age or younger. We discourage other children being allowed in the treatment room while siblings are receiving their dental care. This is to ensure your child receives the best care under optimum and safe conditions.

Our Appointment Policy:
• As a courtesy, we attempt to text or email to remind you of your appointment.
• We require a minimum of 24 hours’ notice to change an appointment in our clinic and 48 hours’ notice to change a hospital appointment.
• We allow for one no-show, with the second no-show a $35 charge will be applied to your account.
• Upon the third no-show we no longer will be able to schedule appointments for you.
• There is a $150 charge for any failed or cancelled without notice hospital appointment.
• If you fail to honor a prime time appointment (Saturdays or after school), you will no longer be offered these times for future appointments.

Emergency Treatment:
If your child has an emergency such as trauma, uncontrolled bleeding, pain or swelling, please contact our office at 763-767-1524. If this is an after hours emergency, the on call doctor’s telephone number will be provided on the message for you.

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