

Late Patient Policy

Shoal Creek Pediatric Dentistry values all of our patients. 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. However, if a patient arrives more than 10 minutes late and other patients are waiting or scheduled to be seen, we assess how accommodating that patient will affect other patients. Patients who arrive on time are prioritized over those who arrive late. Calling to notify us that you are running late helps us accommodate a late arrival better, but does not alter the late arrival policy.

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 late. If possible, we will try to adjust our schedule. However, it is possible that we may 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". This will allow our office staff to update your medical, insurance and demographic information and enable everyone to be seen more promptly and efficiently.

Appreciatively,

Doctor Thomas and Staff
Shoal Creek Pediatric Dentistry