



Office Policies

Cancellations

Out of respect for our team and other patient's needs, please be courteous and call our office promptly (within 48 hours) if you are unable to attend an appointment. This time will be given to someone who is in urgent need of treatment. Failure to "show up" for an appointment that was not cancelled within the timeframe of our office policy will result in a \$50 fee.

We do understand that extenuating circumstances may arise which might preclude 48 hours notice, and for those we will take special consideration on an individual basis. Multiple failed or cancelled appointments without 48 hours notice may result in dismissal from our practice

Scheduling Multiple Family Members

For your convenience, we allow block scheduling of multiple family members **as long as you ensure that all keep their appointment.** You must guarantee our scheduling staff that if one family member cannot keep their appointment; the others will still keep their appointments. Failure to comply will result in loss of block scheduling privileges for all.

Children in the Office

We love children, but we are not equipped or staffed for babysitting. We therefore, politely request that you make arrangements for your children prior to your dental appointment.

Timeliness

We greatly appreciate timeliness, but do understand that there are often circumstances which cause us to be late. If you are running late, please call our office to notify us of your anticipated arrival time, so that we might accommodate the other patients. If you are more than 15 minutes late, we might have to alter your appointment time.

Please be aware that we provide emergency services on a daily basis, and therefore have times when we might find ourselves behind schedule, thus causing you to wait. Rest assured that we will make every effort to inform you and minimize the delay, as we give our scheduled patients top priority. In the event that your available time is limited, please kindly inform us of this, and we will address your needs to the best of our ability.

Cell Phone Policy

As a courtesy to other patients and in an effort to maintain our schedule, we request that cell phones be put away while the doctor, hygienist or assistant is in the treatment room with you.

Emergency Call

Dr. Warren is available during non-office hours by calling his home: 830-625-3005 or mobile phone: 830-660-1771.

In the event that Dr. Warren is not available, specific directions for emergency services will be listed on our office answering system.