

# THE DENTAL CENTRE

Changing lives, one smile at a time.

At the Dental Centre, we believe that clarity is the key to a respectful relationship. In an effort to ensure your dental appointment is as pleasant and predictable as possible, we would like to give you an overview of our office policies.

*Due to The Canadian Personal Privacy Act we are unable to access any specific information from your insurance company regarding your dental plan. It is **your responsibility** to know the parameters of your coverage, such as annual maximums, frequencies, renewal dates, and any other limitations.*

## **\*\*Appointment Confirmation\*\***

Please understand that it is your responsibility to keep track of your appointments. As a courtesy, we send out REMINDER emails, texts or make telephone calls two (2) weeks prior to a booked hygiene appointment and make CONFIRMATION calls, send text messages or emails two days prior for all appointments. **\*\*We will make every effort to contact you, however, to assure your appointment is not taken out of the schedule, please ensure you respond by confirming your appointment by either email, text, or phone at least 24 hrs before scheduled appointment.**

## **Appointment Cancellation**

Due to high demand for prime appointment times, **we require a minimum of two business days' notice** should you need to reschedule or cancel your appointment. Because we value your time, we do not double book our clients. As such, your appointment is valuable time that the doctor/hygienist has *reserved specifically for you*. In any case, where insufficient notice is given, unless it is an emergency, we will be contacting **you to discuss your specific appointment reminder needs**.

## **Arriving Late**

Because our office is maintained on a tight schedule, arriving late for an appointment may result in us not being able to start or complete treatment in the remaining amount of time. To provide you with proper dental care, it may be necessary to reschedule your appointment.

*At The Dental Centre, our goal is for you to have a pleasant experience in our office. **We strive to help you attain the highest level of overall oral health.***

If you have any questions about any of these policies, please do not hesitate to call us at **(902)436-4444**, or email us at [smiles@tdcpei.ca](mailto:smiles@tdcpei.ca)