

**RICE REGIONAL DENTAL CLINIC  
PATIENT POLICIES**



**320-214-2620**

**Toll Free 1-877-214-2611**

**Due to the very high demand for dental care at our Clinic,  
the following policies have been put in place.  
Please review them carefully and call if you have any questions.**

**How to Confirm your Appointment:** Call the Dental Clinic at 320-214-2620 to confirm your appointment **48 hours in advance**. Should you fail to confirm, the Clinic reserves the right to give your time to another patient.

**How to Change or Cancel your Appointment:** A **twenty-four hour notice** is required to cancel or change your appointment. Please **320-214-2620** twenty-four (24) hours in advance. Anything less than 24 hours is considered a failed appointment. See below for the failed appointment policy. Please use the after-hours voice mail to leave a message 24 hours a day.

**Failed Appointment Policy:** Patients, including children, who fail to keep an appointment will not be able to schedule an appointment for six (6) months.

**Emergency** patients who fail to arrive for an emergency appointment will also be restricted for six (6) months.

## **Arrival Time**

**Please arrive on time for your Dental appointments.** Patients who arrive late (anytime past the scheduled time) can be considered a **“Fail”** and the Clinic reserves the right to give your time to another patient.

**New Patients** must arrive **30 minutes early**.

**Returning patients** must arrive **10 minutes early**.



**Sliding Fee Patients: All sliding fee payments are due date of service.**

*Thank you for respecting these policies.*

PLEASE  
READ

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### Rice Regional Dental Clinic

#### Please Remain in the Waiting Room Area

- After checking in, you **MUST** be here when your name is called for your appointment.
- A parent or guardian must check in and remain in the dental clinic for all patients less than 18 years of age.
- If you need to use the rest room, please let the receptionist know.
- Failure to be present when your name is called will cause you to lose your appointment and you may not schedule another appointment for six (6) months.

#### Please Be Respectful

- Rice Regional Dental Clinic does **NOT** allow *cursing, yelling or rudeness* toward anyone in the clinic.
- If you break this rule, you **will** lose your appointment and you will not be able to schedule another.
- **Please, No Food or Drink** in the waiting room area!

PLEASE TURN OFF YOUR CELL PHONE



*Thank you for respecting these policies.*