

# Welcome to Our Practice

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Healthy Smiles  
For Kids of Orange County



A Healthy Life Begins with a Healthy Smile



# Our Mission

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To improve the oral health of children in Orange County through collaborative programs direct at:

- Preventive
- Education
- Access to Treatment
- Advocacy

## Patient Parent Comment Form

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Patient parent comment forms are located in the reception area in the information board. Please fill free to fill one out. We appreciate any concerns and suggestions to improve our services.

The image shows two sample Patient Parent Comment Forms. The left form is titled "PATIENT PARENT COMMENT FORM" and has fields for "NAME", "DATE", and "COMMENTS". The right form is titled "PATIENT PARENT COMMENT FORM" and has fields for "NAME", "DATE", and "COMMENTS", with a section for "Comments" and a section for "Comments".

## Confirm your Appointment

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1. Parents and/or Guardians we ask you to call us two days before, to confirm your child's appointment.
2. If we do not receive a confirmation call the two days before; we will make a courtesy call attempting to confirm your appointment.
3. If no confirmation is received the day before and before noon, your appointment will be cancelled by the system.

# Clinic Guidelines

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\*Please let staff know if you (the parent or patient) are or believe you're pregnant.

\*Parents and/or Legal **Guardian's must remain in reception area at all times.**

\*When child is receiving specialty services such as, Oral Sedation and General Anesthesia parents are **NOT ALLOWED** in the treatment room.

\*No Food or Drinks **Allowed** in the suite.

\*Please inform receptionist if you have had an address, telephone number or insurance change since your last visit.

\*Only **ONE** parent is allowed to enter with child when receiving care. If bring other children with, you will need to wait in the reception area with them while the patient is being treated.

\***No Cell Phone** Usage in reception area. Please use cell phone zone.

\*Parents and/or Legal Guardian's as precaution **DO NOT** sit on Dental Chairs.

## Payment Methods and Collection

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Co-payment will be collected at the beginning of the appointment, during the time of check in. Payment is expected when services are performed unless other arrangements are made before hand. We also offer patient contacts with zero percent interest.

The payment methods you can use are;

- Cash
- Check (payable to Healthy Smiles)
- Money Order (Payable to Healthy Smiles)
- Visa
- Master Card
- Discover Card
- American Express
- Over the phone using a Credit Card



		2400
PAY TO THE ORDER OF		91-5487221
		\$
		DOLLARS
FOR		
⑆ 2 2 4 0 5 2 7 8 ⑆		6 7 2 4 3 0 4 0 6 8 ⑆ 2400⑆

# Patient Rights

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- You have the right to have medications' effectiveness and possible side effects explained to you.
- You have the right to see results of tests and have the meaning of tests explained to you.
- You have the right to participate in decisions made regarding treatments, medications, procedures and surgery.
- You have the right to refuse treatment to the extent permitted by law, and the right to receive information on alternatives and consequences of refused treatment.
- You have the right to review your dental records and have them explained.
- You have the right to have all fees explained.
- You have the right to decide whether or not to participate in clinical research studies.
- You have the right to receive assistance in a prompt, courteous and responsible manner.
- You have the right to express a complaint and receive a response in a timely manner.

# Privacy and Your Health Information

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Privacy and your healthy information flyers are located in the reception area on the information board.



# Dental Materials Fact Sheets

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Dental materials fact sheets flyers are located in the reception area on the information board.

