



Colville Community
Dental Clinic

Lake Spokane
Community Dental Clinic

Springdale Community
Dental Clinic

www.newhp.org

N.E. WASHINGTON HEALTH PROGRAMS **Dental Clinic Appointment Policy**

Confirmations

All appointments must be confirmed 24 hours in advance. We will make a courtesy call the day before your appointment. If we are unable to speak with you, we reserve the right to double-book your appointment. PLEASE CONTACT US 24 HOURS IN ADVANCE TO CONFIRM YOUR APPOINTMENT.

Cancellations

If you cannot come to a dental appointment, please call the clinic at least one day before your scheduled appointment time. This helps us to fill the time with someone who has been waiting for care.

Arriving Late

If you come more than 15 minutes late for a dental appointment, you may not be seen that day. There are emergency patients waiting on "standby" who will be seen in your place if you are late by more than 15 minutes.

Failed Appointments

If you cannot come to a dental appointment, you will need to call the clinic to schedule a new one. IF YOU CANCEL THE DAY OF YOUR APPOINTMENT OR FAIL TO COME TWO TIMES, WE WILL NO LONGER PRE-SCHEDULE ANY OF YOUR APPOINTMENTS. YOU MAY BE SEEN ON A WALK-IN OR SPACE AVAILABLE BASIS ONLY.

Initials

Children Under 18

We are happy to see children as patients, but a parent or guardian must accompany them to the clinic. The law states that we may not treat them without permission of a responsible adult. Children under 18 who come without a parent or guardian cannot be seen on that day.

Child Care Arrangements

Due to safety concerns, we cannot have unsupervised children at the clinic. Please make prior arrangements for supervision of your children during dental visits.

IF YOU UNDERSTAND AND AGREE TO THIS POLICY, PLEASE SIGN BELOW.

Thank you for your cooperation and understanding in this matter. Hopefully, we can all work together to improve the availability of dental services to all of our patients.

Sincerely,

Dental Clinic Staff

Signature of Patient / Parent / Guardian

Date