

Dental Policies & General Policies



Macon County Dental Services:

- ✓ Provide reasonable access to care.
- ✓ Reduce dental disease through prevention, restoration, or extraction, and limited replacement options of Partials or Dentures.
- ✓ Refer patients as needed for complex dental care.

Other Services are not offered at the current time such as:

Prosthodontics for crown, bridge or implant, endodontic therapy (multi-root canals), orthodontics (braces) or surgical periodontal treatment, surgical extractions of wisdom teeth or those extractions deemed complex

First Dental Appointment might include: Medical history, comprehensive oral exam, digital radiographs (x-rays) as needed and treatment plan with the dentist.

Emergency Dental Service: Please call as soon as possible due to limited availability. Emergency treatments include diagnosis, extraction when possible, sedative filling(s), restorative filling(s) and medications as needed. This clinic does **not** dispense any narcotic drugs.

Pregnant Patients: If you are pregnant or may be pregnant, we must have a signed form from your physician releasing you for dental treatment.

Billing: Our fee schedule is available upon request. We currently accept N.C. Medicaid Insurance, other limited dental insurances and sliding income fees based on household income and size. Proof of income is required for sliding fee options. Insurance co-payments and any deductibles are due at time of service.

Scheduling & Keeping Appointments: Patients are asked to be prompt for their appointments. Patients that arrive more than 10 minutes past their appointment time will be asked to reschedule their appointment. No more than 2 family members will be scheduled for dental care in any day.

To Cancel or Reschedule: We require a minimum of 24-hours notice. If you have an appointment on a Monday, you must call us prior to noon on Thursday and speak directly with the Front Desk. If you do not provide this clinic with 24-hours notice as stated (3.5 days notice if appt. is on a Monday), your appointment will be treated as a failed appointment. If you exceed two failed appointments, this clinic will only provide you with **Emergency Treatment for One-Full Year**. If you have three failed appointments on record, we reserve the right to dismiss you from the Clinic.

Patient Cooperation: It is our goal to develop the patient's trust in the dental team. Our experience has shown that it is best when parents/guardians wait outside. When a child is unable or unwilling to keep his/her head, arms and or legs still during a dental procedure, dental treatment cannot be safely provided. The child will be encouraged to sit still by using praise and explaining what the dentist is going to do. If the child is still not able to sit still, the parent will be encouraged to reschedule in six months to one year. If the patient has a dental emergency and is not cooperative, he/she will be referred to another source of care.