



OLE Health Dental Services
1141 Pear Tree Lane, Suite 120, Napa, CA 94558
Telephone (707) 258-6128 Fax: (707) 258-0606
911 Washington St., Calistoga, CA 94515 709-2300 Fax: (707) 942-1404

IMPORTANT INFORMATION ABOUT APPOINTMENTS

Our Health Center cares for so many patients that we must be very strict about keeping appointments times. This allows us to serve as many patients as possible.

- Arrive at least 15 minutes before your appointment time: Regularly we have 3 or 4 dentists in our clinic, appointments are grouped, and the first patients to arrive within that group are usually the first to be seen by a dentist. Other patients are asked to wait for the next available dentist. Patients who arrive after their appointment time may lose their appointment and be asked to wait for an opening in the schedule. If no opening becomes available, you will be asked to re-schedule for a later date or return the next day and wait for an opening.
Failed Appointment or Late for Appointment: If you fail 3 appointments within a calendar year then we will not be able to schedule further appointments unless you are seen via our "come and wait" 3 times. (3 failed appointments can be a combination of the following: Not showing up to an appointment (without 24 hours cancelation), canceling an appointment same day, or, are over 5 minutes late and are not seen.)

- Patients who show up late will be given the option to wait for any cancelations during that day.

Children's Dentistry Policies:

All patients under 18 years old must be accompanied by a parent or "legal guardian" on their first 2 visits (or when new paperwork is needed) and that person must remain present in the waiting room for the duration of the visit. (If your child wishes for you to be in the room during their visit, SEE our EXTRA CHILDREN POLICY) "If you are the "legal guardian" then Legal Guardianship documents will be required on the first visit. Children must be accompanied by an adult (for the rest of the appointments) specified within the "Authorization and Consent of Parent/Legal Guardian" form provided by our clinic for guardian). (There are certain treatments and/or situations in which the parent/legal guardian may be required to be present for.)

DO NOT BRING EXTRA CHILDREN (UNDER 18 YEARS OF AGE) TO THE APPOINTMENT

Especially if the appointment is for yourself, the adult. Minors/children (anyone under 18 years of age) may not be left unattended in the waiting area and they may not go into the treatment rooms as an extra person.

Adults must bring a photo identification card (such as Photo ID or driver license)

Always bring dental coverage documents. Such as:

- MEDI-CAL CARD
Delta Dental PPO/ Premier
PAYMENT IS EXPECTED AT FRONT AT THE TIME OF THE VISIT IF YOU DON'T HAVE DENTAL INS.

**If you have a dental emergency after our regular hours, Call 1-866-495-3036

I have read this document and understand the appointment policy

Signature of Patient (or Parent/legal guardian if patient is a minor)

Date

Name of Patient:

D.O.B