

# Welcome to KIDS

## Appointment Policy



KIDS recognises that time is valuable to both our patients and our practices. Last minute cancellations can be harmful to a small business' future and we would like to ensure our future in the local communities we are based in. In an effort to offer quality dental care to every patient who needs it, we have implemented an Appointment Policy.

### Making an appointment

All patients require an appointment. If you would like to make an appointment, please contact the practice or you can book online. Appointments from new patients are always welcome.

KIDS is dedicated to your quality care and is pleased to reserve your appointment time exclusively for you. We make every effort to schedule appointments that are most convenient for you and we encourage patients only to make appointments that they know they will keep.



healthy kids nurtured by nature



## Appointment confirmation

As a courtesy to our patients, we will confirm your appointment 24 hours in advance. If we are unable to reach you, we will still expect you to arrive for your appointment.

## Late arrivals

Please arrive promptly for your appointment. We understand that sometimes being late is outside of your control and will always do our best to accommodate you by performing the most complete treatment possible in the time remaining.

Unfortunately, arriving too late to perform the treatment may result in a cancellation charge of \$150 for Myobrace and dental appointments, and \$75 for general practitioner appointments.

## Cancelled and missed appointments

If your appointment time becomes inconvenient for you, we are always happy to reschedule it with at least 24 hours notice. This allows us to offer your appointment to a patient who may be in urgent need of treatment. If you need to cancel or reschedule your appointment, please call the practice you booked with.

Since we turn away other patients to hold your appointment, missed appointments and cancellations with less than 24 hours notice will result in a cancellation charge as mentioned above.

## Priority List for short notice appointments

Some patients, due to the nature of their job or health, cannot know until the last minute if they will be able to keep an appointment. If you are in this category, please let us know so that we can add you to our Priority List of patients who can come on short notice when time becomes available.



## Emergency appointments

If you have what you believe to be a dental emergency, please call us so that we may make an appointment time for you. If we are unable to provide emergency assistance, we will refer you to a colleague, specialist, or emergency medical centre so that you can receive the treatment you need as soon as possible.

## Inadequate time to complete treatment

We make every effort to schedule appointments with adequate time to complete treatments. At times, due to treatment complications or discovery of additional treatment needs, we may need to schedule another appointment to complete your treatment. We want to give you the very best care and that requires adequate time.

**Having understanding patients enables us to continue offering superior patient-centred care.**



a: 6 Discovery Lane, Mackay QLD 4740

p: 4942 5111

e: [mackay@healthykidsqld.com.au](mailto:mackay@healthykidsqld.com.au)

w: [healthykidsqld.com.au](http://healthykidsqld.com.au)