



Clinic Guidelines

San Antonio Christian Dental Clinic relies on gifts and donations to operate the clinic. Patient donations are greatly needed and always appreciated, but never required. Please give whatever you can to help us to continue to provide care at the lowest cost possible.

Patient eligibility must be renewed annually.

What to Expect on Appointment Day

- Make preparations to spend a half day at the clinic. Patients are generally seen in the order in which they arrive. However, the treating dentist has the final say in what order his patients are seen.
- Make arrangements for child care and/or after-school pick-up.
- If you have no transportation, consider your needs for a light lunch since there is no food service nearby.

Clinical and Lobby Regulations

- Children (under 18) are not allowed in the lobby/clinic.
- Patients dismissed due to unruly behavior are dismissed indefinitely from receiving further services.
- Only the patient is allowed in the lobby/clinic. Exceptions made only for providers, caseworkers, or translators with proof/documentation of necessity.
- Cell phones must be on silent mode in the clinic. Cell phone conversations should be conducted in a brief, quiet manner. Please take longer conversations outside.
- No food or drinks are allowed in the clinic.
- Office phones are not available for patients.

Treatment Fees and Appointment Availability

- Fees apply to root canals, crowns, partials, dentures, removable lab appliances & repairs.
- Fees must be paid by cash or money order.
- Fees must be paid in full the day these procedures are scheduled to begin.
- Eligibility for services must be renewed annually.
- Dental treatment requiring a specialist may place the patient on a waitlist dependent on provider availability. Specialty treatment includes: root canals, crowns, partials, dentures, and oral surgery.

Cancellations and Urgent Care appointments

- Cancellations must be called in 24 hours in advance.
 - a. Missed appointments without notice are considered "no-shows."
 - b. Two "no-shows" will result in a six-month suspension of treatment privileges.
- Availability for urgent care, except for current patients, is very limited. Up to two urgent care patients may be treated each day on a space-available basis.

Name: _____ Date: _____