



8061 Spyglass Hill Road, Suite 101
Melbourne, FL 32940
Phone: 321.622.6255
www.SunshineSmilesFL.com

Welcome to Sunshine Smiles!

Office Policies

Thank you for allowing us to provide dental care for your child. We value our relationship with you and believe that the best relationships are based on understanding, so we offer these clarifications of our office policies.

Parent Information

Parents are welcome to accompany their child into the treatment area during the initial examination and all appointments except for sedation. This gives you the opportunity to see our team in action and allows Dr. Kristin and/or Dr. Alvarez to discuss dental findings and treatment needs directly with you. We do ask that if you accompany your child you assume the role of a silent observer. Your presence is greatly enhanced if you play a passive role. If more than one person is speaking to the child he/she may become confused. Cooperation and trust must be established directly between the Doctor and your child. We also ask that siblings remain in the reception room or play area.

There may be times when the child's experience is enhanced by a parent's absence. We encourage older children to come back to the treatment area by themselves as this builds autonomy and trust. Older children, such as 6 years and older, typically do better without a parent present during a restorative (filling) appointment. Also, older children who are apprehensive may look for an "escape" by going to their parents. In this case, we may ask that a parent wait in the reception room during treatment in order to facilitate a more direct line of communication between the child and Dr. Kristin and/or Dr. Alvarez.

We take a picture for our files and if the patient is in the "No Cavity Club," we put their picture and first name on our Facebook website as well as our company website, www.sunshinesmilesfl.com. Please let us know if you **do not** want your child's picture displayed by initialing here _____ and we will be happy to oblige.

Appointment Policy

If your child is under the age of 6 we ask that you schedule a morning appointment. Younger children do better when they are well rested. Missed appointment fee: The second time a patient does not show up on time for an appointment, or cancels with less than 24 hours notice, a \$45 fee will be charged. This fee must be paid before a new appointment is scheduled. After three broken appointments within one year's time (or at our discretion) we will be happy to assist you in transferring the patient's records to another doctor.

Infection Control

We use the most effective infection control measures and fully comply with the new OSHA standards for sterilization. We maximize our use of disposable materials and autoclave all of our hand instruments.

Any questions you have are welcomed!!

I have read and understand the Office Policies and agree to abide by its contents:

Parent/Guardian

Date

Financial Policy

Please be aware that the parent bringing the child to our office is responsible for payment of all charges. We cannot send statements to other persons. We ask that you pay the cost of the initial examination and any necessary dental x-rays on the day of that appointment. Please understand that financial arrangements are made directly with you.

For the convenience of our patients, the following alternatives are listed as a guide for possible financial arrangements:

1. **Payment is due in full** for each appointment as services are rendered. We accept cash, personal checks, MasterCard, Visa, Discover and American Express. All checks will be verified using our TeleCheck system and a charge of \$30 will be assessed on checks returned for any reason.
2. **Dental Insurance:** We are dedicated to providing all our patients with the *finest treatment available* and base our treatment recommendations on what will be best for your child and not what your insurance company does or does not pay. Please read the following in regards to your dental insurance coverage:
 - (1) We must emphasize that as a health care provider, our relationship is with you and not your dental insurance company. Your dental insurance is a contract between your employer and the insurance company. Most plans routinely pay between 50-75% of the average total fee for a covered treatment. This percentage is determined by how much your employer has paid for coverage.
 - (2) As a courtesy, we will be happy to file your insurance benefits. *Any amount determined not to be covered by your insurance company is payable at the time services are rendered;* these fees may include deductibles, co-payments, certain procedures not covered by your insurance policy, and the difference between our fees and the amount covered by your insurance company.
 - (3) In the event your insurance carrier will not reimburse our office you will be responsible for the full cost of visits at the time services are rendered and your insurance company will send you the reimbursement check directly.
 - (4) We allow a maximum of 45 days for your insurance company to clear account balances. Any unpaid portions will be due in full, by you, after this period.
3. **Pre-treatment Authorization:** Some insurance companies recommend an estimate of the work to be done and the fees to be charged before determining their benefits to you. If so, we will provide you with the pre-treatment fee estimate. In this case, it will be up to you to determine if you wish to proceed with the treatment *before* the insurance benefit is determined.
4. **Fillings:** Our dental material of choice is a white (composite resin) filling. Please be aware that your insurance company may not pay for a resin filling at the same level as a silver (amalgam) filling. The co-payment is your responsibility. In some cases, Dr. Kristin and/or Dr. Alvarez may recommend placing a silver crown instead of a resin filling.
5. **Nitrous Oxide (Laughing Gas):** Nitrous Oxide is not always covered by dental insurance. We thank you for your payment on the date of service.
6. **Appliances:** The entire cost of the appliance must be paid on the day your child's impressions are taken. This is necessary because our office must pay the laboratory bills when appliances are ordered, not when they are completed.
7. **Emergency Treatment:** All emergency treatment must be paid in full at the time the service is rendered.
8. **Past Due Accounts:** If your account becomes past due, we will take necessary steps to collect this debt. An interest fee will be charged for all debts 60 days past due. If we have to refer your account to a collections agency, you agree to pay all our incurred collection costs. If we have to refer collection of the balance to a lawyer, you agree to pay all our incurred lawyer's fees plus all court costs. In case of a suit, you agree the venue shall be in Melbourne, Florida.

Please remember, even if you have insurance coverage, you are responsible for payment of your account. Please realize that your insurance coverage is a relationship between you, the insured patient, and your insurance company. Your understanding and cooperation with this matter is greatly appreciated. You are helping us keep our overhead expenses, in the form of direct and labor costs down. In addition, you are helping keep fees as low as possible. I have read and understand my obligation.

Signature

Date

NOTICE OF PRIVACY PRACTICES - HIPAA

Disclosure of Health Information

We use and disclose health information about your child for treatment, payment, and healthcare operations. We may disclose your child's information to a healthcare provider treating him/her. You may give us written authorization to disclose health information to anyone for any purpose. This may be revoked in writing. We need written permission before any health information is disclosed to any caregivers besides the child's legal guardian. In the event of an emergency we will disclose information based on our professional judgment. We may use your child's health information to obtain payment for services. We will not use health information for marketing purposes. If we suspect a possible victim of abuse, neglect, or domestic violence we may disclose your child's health information, as the law requires. We may disclose your child's health information to provide you with appointment or treatment recommendations (such as voicemails, postcards, emails or letters).

Patient Rights

Access: You have the right to look at or get copies of your health information. If you request copies we will charge you for each page, for staff time to locate and copy the information, and postage if you want the copies mailed.

Restriction: You have the right to request that we place additional restrictions on our use or disclosure of information.

Alternative Communication: You have the right to request that we communicate with you about your health history in alternative means.

Amendment: You have the right to request that we amend your health information. We may deny your request under certain circumstances.

Questions and Complaints

If you are concerned that we may have violated your privacy rights, or disagree with a decision we made about access to your health information or in response to a request to amend or restrict the disclosure of health information you may submit a written complain to the US Department of Health and Human Services. If you have any further questions about our privacy practices please contact Sunshine Smiles Pediatric Dentistry.

Signature

Date



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Patient Information

Patient _____ Date _____
Nickname _____ Birthday _____ Age _____ Sex _____
Home Address _____ City _____ Zip _____
School _____ Grade _____
Home Phone _____ Cell Phone _____ Other _____
Parent Email _____
Names and ages of other children in family _____
Mother _____ Mother's Employer _____ Work Phone _____
Father _____ Father's Employer _____ Work Phone _____
Who has legal custody of patient? _____
How did you find us? _____
What is the reason for your child's dental visit? _____

Health History

Yes No Is your child in good health? Name of child's physician _____ Date of Last Physical _____
 Yes No Has your child ever had a health problem? _____
 Yes No Has your child ever had any operations? _____
 Yes No Is your child currently taking any medications? Please give medication, doses, and reason _____
 Yes No Were there any problems at birth? _____
 Yes No Is your child allergic to anything? _____

Please check if your child has been diagnosed and/or treated for any of the following:

- | | | | | |
|---|---|---|---|--|
| <input type="checkbox"/> Aids/HIV | <input type="checkbox"/> Diabetes | <input type="checkbox"/> Hepatitis | <input type="checkbox"/> Tuberculosis | <input type="checkbox"/> Mental delays |
| <input type="checkbox"/> Anemia | <input type="checkbox"/> Epilepsy/Seizures | <input type="checkbox"/> Kidney Disease | <input type="checkbox"/> Congenital birth defects | <input type="checkbox"/> Physical delays |
| <input type="checkbox"/> Asthma | <input type="checkbox"/> Excessive Bleeding | <input type="checkbox"/> Liver Disease | <input type="checkbox"/> Cerebral Palsy | <input type="checkbox"/> Social delays |
| <input type="checkbox"/> Blood Disorder/Transfuse | <input type="checkbox"/> Frequent Headaches | <input type="checkbox"/> Rheumatic fever | <input type="checkbox"/> Cleft lip/Palate | <input type="checkbox"/> Speech/Hearing |
| <input type="checkbox"/> Cancer/Tumors | <input type="checkbox"/> Heart Condition/Murmur | <input type="checkbox"/> Stomach/GI disease | <input type="checkbox"/> Frequent Infections | <input type="checkbox"/> Other |

Please elaborate on any items checked _____

Do you consider your child to be: Advanced in the learning process
 Progressing normally
 Slow in the learning process

Was your child: Breast-fed Bottle-fed At what age was it stopped? _____

Dental History

- Yes No Has your child ever been to the dentist? Date of last dental visit? _____
Name of dentist _____
- Yes No Has your child ever had dental x-rays? Date: _____
- Yes No Do you think your child will react well to dental treatment? Explain: _____
- Yes No Does your child suck a finger, thumb, or pacifier? Ages when? _____
- Yes No Does your child brush his/her teeth? How often? _____
- Yes No Do you or your child use dental floss? How often? _____
- Yes No Does your child snack between meals? _____
- Yes No Have your child's teeth ever been injured? When? Which? _____
Treatment? _____
- Yes No Does your child's jaw makes noise and is pain associated with the sounds? _____

Please check if your child is having problems with any of the following:

- | | | |
|---|---|--|
| <input type="checkbox"/> Cavities | <input type="checkbox"/> Toothache | <input type="checkbox"/> Sensitive teeth |
| <input type="checkbox"/> Grinding (Bruxism) | <input type="checkbox"/> Gum infections | <input type="checkbox"/> Color of teeth |
| <input type="checkbox"/> Orthodontics | <input type="checkbox"/> Jaw Sounds | <input type="checkbox"/> Other |

Comments: _____

Fluoride History

- Yes No Do you have city water?
- Yes No Does your child use fluoride toothpaste?
- Yes No Does your child use a fluoride supplement? Dose: 0.25mg 0.50mg 1.00mg
- Yes No Do you give your child any other forms of fluoride?
What? _____ Amount? _____

Consent for Dental Treatment

I request and authorize Dr. Kristin, Dr. Alvarez and team to examine, clean and provide my child with comprehensive dental treatment including fillings, crowns, extractions, and nitrous oxide, if required. I further request and authorize the taking of dental x-rays as may be considered necessary by Dr. Kristin and/or Dr. Alvarez to diagnose and/or treat my child's dental condition. I will allow photographs to be taken of my child and/or my child's teeth for diagnostic or educational purposes. I understand that dental treatment for children includes efforts to guide their behavior by helping them to understand the treatment in terms appropriate for their age. Dr. Kristin and/or Dr. Alvarez will provide an environment likely to help children learn to cooperate during treatment by using praise, explanation and demonstration of procedures and instruments, and using variable voice tone. I understand that I will be responsible for any charges incurred on this child for dental treatment.

Signature

Date