



10393 Torre Ave. Suite L
Cupertino, CA 95014
408-446-4353

Our Appointment and Financial Policies

Thank you again for choosing our office to serve your child's dental needs and allowing us to be part of your family's prevention program against dental disease. Parents frequently have questions regarding the scheduling, duration and frequency of pediatric dental visits. For this reason, you may want to keep the following general information for future reference.

Because our mission is to prevent dental disease through timely treatment and patient education, we want to accommodate everyone's schedule. Understandably, many parents prefer that their children do not miss school for their dental visits. However, since most of our patients attend school, it is impossible to schedule all appointments during the after school hours. In order to accommodate as many families as possible, we reserve after school time for shorter appointments such as cleanings and exams. Longer appointments and appointments requiring the use of nitrous oxide, or laughing gas, will be scheduled during school hours. If an emergency arises, we will do our best to schedule you on that day.

When you make an appointment, please be certain that your schedule allows you to come on time. We understand that last minute changes occur in people's schedule. Nevertheless, consistency with your child's dental appointments is a key factor in maintaining good oral health. Your child is important to us and we want your family to be motivated to help us prevent dental disease. In order for us to maintain our high standard of care, 48 hours notice is required if you are unable to keep your appointment time. A fee of \$50 will be charged to your account for a cleaning appointment and \$75 for operative appointment cancelled within 48 hours or failed appointments. In the case that there are 3 or more failed appointments or last minute cancellations, we reserve the right to terminate our relationship as your dental care provider.

Please be aware that Dr. Gorgani and Dr. Vander Kam are not in network providers for any insurance companies. We recommend that each family know their dental plan, including maximums, deductibles and percentages prior to their appointment.

For children requiring treatment visits, an estimate will be made for the cost of the total treatment. At the time of the first treatment visit, any portion the insurance does not cover will be due. For families without dental insurance, full payment for treatment rendered that day will be due. The parent who brings the child to their appointment is the responsible party, independent of what a divorce decree may state. Reimbursement must be made between the divorced parties. We will not intervene.

Your understanding and observation of these policies is greatly appreciated. Please keep in mind, we are trying to be on time and fair to all families so that we can provide our best to you.

I understand that I am financially responsible for any charges not covered by my insurance benefits for my family's account.