



JANE R. MAYS, DMD

GENERAL & COSMETIC DENTISTRY

OFFICE POLICIES AND PROTOCOLS

Hygiene Appointments

Providing safe and exceptional patient care is our top priority. In order to accomplish this goal, routine hygiene appointments are scheduled for 1-hour. Clinicians will either be updating your x-rays and digital pictures or updating your periodontal chart. NEW and OVERDUE patient appointments are 1 hour and 1/2, as we will need to complete all the above assessments. Dental x-rays and periodontal charting are annual assessments that the clinicians must complete prior to cleaning your teeth. PERIODONTAL CHARTING must be completed annually as required by the Ohio State Dental Board. DENTAL X-RAYS- are recommended annually by the American Dental Association & Ohio Dental Association to properly diagnose decay, bone loss, and other potential pathology. Dr. Mays has chosen to follow these same recommendations.

Please Note: Should you decline x-rays, you will be asked to sign a refusal form. In order to maintain the highest quality of care, Dr Mays requires that x-rays be taken minimally every 3rd year. Should you choose to decline x-rays beyond that, you will be asked to seek treatment elsewhere.

Late or Broken Appointments

We understand that circumstances can change beyond your control and appointments may need to be changed. Please remember that we request you cancel any appointment **24 hours prior** to the appointed time. In the event of a broken appointment with less than 24 hours' notice, we will reschedule your appointment with a warning. The second missed appointment, we will assess a broken appointment fee of **\$65**. A third broken appointment will result in dismissal from the practice.

If you are more than **10 minutes late** to your appointment, please note that you may not have your teeth cleaned. While we can do the scheduled assessments as time allows, you may be asked to schedule a separate appointment to have your teeth cleaned or you may be asked to reschedule.

Medical History

Medical histories will be updated by the clinicians at each appointment. Additionally, we are required to have you physically verify the information and sign the form annually. This information can be critical to proper diagnosis of dental issues and may also play an important role in recommendations you are given.

Patient Signature or Patient's Representative

Date