

# Macoupin County Maple Street Dental Clinic

109 E. Maple Street.

Gillespie, IL 62033

Phone (217) 839-4110 Fax (217) 839-4105

## Current Office Policies

**Appointments:** Please arrive on time to your appointments. If you are more than 15 minutes late, you may be required to reschedule your appointment.

Our waiting room has limited space; please only bring those who will be seen at the appointment. Children are not allowed in the treatment room while their parent is with the doctor and are not permitted to remain unattended in the waiting room. Parents are expected to remain in the waiting room while their children are with the dentist.

We have a strict cancellation/no show policy. All cancellations must be made at least one day prior. If you fail to cancel one day in advance or if you do not show up without notifying us twice within one year (6 months for minors), we have the right to dismiss you from treatment at this practice.

**Messages:** When you call to speak with the dental staff, please leave a message if prompted to do so. The staff will return your call in the order in which it was received. Depending on the number of calls received, it may take a few hours to return your call.

**Medical Cards:** All patients must have their current month Illinois medical card to be seen by our staff. If we cannot confirm patient eligibility, the patient may be asked to reschedule.

**Co-pays:** Co-payments are expected and required at the time of service. To check if you have a co-payment, look at the front side of the medical card. We are classified as a "certain type of medical visit". Please have ample funds on hand to cover co-pays when you arrive for your appointment. You may be required to reschedule if you do not have the co-pay.

**Signed consent to treatment:** Our office requires a signed consent form from a parent/legal guardian giving us permission to perform treatment on the child or adult patients who have a Power of attorney/guardian assigned. Guardians must accompany patients to initial exams and recall appointments. However, another adult may accompany minors for subsequent visits if permission is stated on consent form.

**Treatments not performed:** At this time, we are currently unable to provide the following services: root canals, crowns and bridges, implants, and orthodontics.

Our staff looks forward to treating you and meeting your dental needs. If you have any questions, please do not hesitate to contact a member of our dental staff.

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