



Jorge Oaxaca DDS, Inc. and Howard Ong DDS, FAGD, Inc.

Restorative, Cosmetic and Implant Dentistry

Our Office Policies

We believe that our relationship begins with your confidence in our practice policies and is then built on the trust that is developed in us as your dental professionals. We are dedicated to building that relationship by providing excellent service to you for all your dental needs over your entire lifetime. Our policies are intended to provide you with some parameters that may facilitate our service to you at your future visits.

Cancellation Policy: Your appointment times are reserved just for you. The dentist and his team prepare for your specific treatment needs, therefore, it is favorable to all involved that you make every attempt to make your scheduled appointment time. If there is an absolute need to cancel a reserved appointment, we request at least 48 hours notice. This courtesy to our office allows us to contact other patients who may be waiting to see our team. Thank you for your understanding!

Hygiene Recall Appointments: Our hygiene team is dedicated to your individual dental health needs and will reserve an appointment time that is customized to those needs. That date is set exactly when she feels that you will require her care. Three weeks before your reserved time, you will receive a postcard that asks you to contact us to confirm with us that you are able to attend your reserved time. If you are in need of changing the appointment, we prefer to change it upon receipt of the postcard so that your service is still provided in the month of your necessary care. Keeping up with your recall is vital to your dental health!

Confirmations: As a courtesy to you, we do provide a contact call 24-48 hours before your reserved appointment. We do prefer to personally confirm with the patient as opposed to leaving a message on a voicemail. We have found that voicemail messages are easily deleted, not retrieved on time due to traveling, or may be received by another family member, thus the need to speak directly to you. If you do receive a message, we ask that you contact our office back to personally confirm the appointment. This may seem very redundant to some, however, we prefer to know that you are aware of your appointment time to avoid missed appointments. We appreciate your cooperation as we prepare for your visit!

Running Late: We greatly appreciate promptness; however, we understand that there are obstacles to your day that may cause a delay in your arrival. We appreciate a call as soon as you anticipate a late arrival so that we can determine how that may affect your service. On occasion, we may determine that we cannot provide your service in the minimized time allotment and we may need to reschedule. Quality service requires time!

Pre-medications: There are some health conditions that require antibiotic pre-medication before dental service. If your physician has made a recommendation that you pre-medicate, please alert us to this fact so that we can notify you to take your medication as we confirm your appointment.

Emergencies: Our practice is open 5-6 days every week providing a wide range of appointment times, including 3 Saturdays per month. If an emergency situation occurs during our regular business hours, please contact our office by phone and we will make every attempt possible to see you either immediately or as needed according to the seriousness of the emergency. If you contact our office during non-business hours, our phone message will prompt you to press a #1 or #2 to alert either Dr. Oaxaca or Dr. Ong to contact you. They will discuss your situation and determine how to handle your specific emergency. We are here for you!

Email: In our changing world, we understand the need to connect in ways other than the telephone. If you prefer to be contacted by e-mail and check your email at least daily, please provide us with that information and we would be happy to contact you in this way in the future.