

Family and Cosmetic Dentistry of Kokomo  
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[www.jarrelldentistry.com](http://www.jarrelldentistry.com)

### **Patient/Doctor Expectations**

1. Appointments and Cancellations: When you make your appointment, we are reserving a room for your needs. If you must change your appointment, please give us 48 hours' notice. There is a charge for not showing up for scheduled appointments. Repeated cancellations or missed appointments will result in loss of future appointment privileges.
2. Silence cell phones in treatment rooms.
3. Copays are due at the time of service.
4. Communication and Respect.  
We believe communication is a vital part of our relationship with you. Please feel free to let us know your concerns. If there is any way we can improve your experience, be sure to bring it to our attention. We welcome your suggestions. Our office is a family environment; therefore, we prohibit the use of foul or vulgar language.

### **Our 5-Point Commitment to You**

1. We stand by our work 100% and back it up with a warranty, which is unique for a dental office.
2. You will be treated with courtesy, honesty and understanding. We know that you have many options for your dental home and we are humbled that you have entrusted your care with us. You will always be treated like a friend at Jarrell Dentistry. As such, we will only recommend treatment options that we would provide to our family and friends.
3. We will try our best to see you in a timely manner. We believe that prompt service is the best policy. But occasionally, dental emergencies may cause us to run slightly behind. Please feel free to take advantage of our free Wi-Fi and complementary beverages. We value your time and appreciate you making us your dental home.
4. If you can't see it, we won't do it. We believe you have the right to see all dental problems that require treatment. We have invested in the latest digital x-ray and intraoral camera technologies so that we can always show you what has been diagnosed. You have the right to know and we believe that a fully informed patient makes the best decision.
5. Your questions will be answered promptly. Straight talk is an important part of a great dental experience. We can take care of most of your dental problems, but if we can't, we will tell you so and refer you to a caring specialist.

So, relax. Take a deep breath. We promise to treat you like a friend.