



Office Policies

At this office, we take your health and our role in your health very seriously. We also believe that your optimal dental health requires a partnership between you and your dental care provider. Therefore, we strive to provide the highest quality of dental service to you. Please read and sign the following office policies.

Appointment Policy

Once an appointment is made, please remember this time has been reserved for you. We understand there are circumstances that require you to cancel your appointment. In the case that you have to cancel your appointment, kindly give our office a **24 hour notice**, so that your appointment can be given to another patient in need of treatment.

If you do **not** call to cancel your appointment it will be considered a "No Show". Patients are only allowed **ONE** "No Show" in a 12 month period. After the second "No Show" appointment, you will not be scheduled for appointments, but will be added to our short call list unless it is an emergency.

We are **no longer** able to accept patients who arrive **late** for appointments because it causes us to run late for all other appointments during the day.

Due to the amount of time set aside for major work (Crowns, Bridges, and Implants) these appointments **REQUIRE** appointment confirmation the day before or your appointment will be given to another patient.

FINANCIAL POLICY

We want you to feel welcome and as comfortable as possible throughout our relationship. We encourage you to ask questions and to be involved in the treatment decisions. This includes understanding your treatment plan as well as our office financial policy & agreement. **Patients are expected to pay in full for our services at the time they are rendered.** Payments can be made using cash, check, or a major credit card.

We also offer CARECREDIT which is a financing option that is available only for healthcare expenses. Please ask the front office staff for more information.

INSURANCE COVERAGE

As a courtesy to our insured patients, we submit claims to your insurance company on your behalf. We will help you to receive the maximum allowable benefits. We will diagnose treatment based on your dental health, not your insurance coverage. Our financial relationship is with you, not your insurance company. Our patients who have dental insurance are expected to pay the amount of their **ESTIMATED co-pay** and deductible at the time of service. **Remember, this is only an estimate.** All charges are your responsibility whether your insurance company pays or not.

MAJOR WORK

Patients receiving major work (crowns, bridges, and implants) must have their copay completely paid off before the work can be delivered or cemented.

Delinquent Balances

Delinquent balances over 90 days old will be referred to a collection agency. All referred accounts are marked "Inactive." In order to have your account "Re-activated", and continue to receive dental treatment in our office, the delinquent balance must be paid in full along with any fees that were incurred by the collection agency. Only after this total account balance has been paid in full, can appointments be made and your account and patient status be reactivated.

Returned Checks

A returned check fee of \$25 will be added to your account for any returned check. This fee may increase depending on the bank's charges. This fee will be added to the outstanding balance.

Printed Patient Name

Patient Signature/Responsible Party

Date