

# office policies



## APPOINTMENT POLICY

For lengthy appointments, we may ask for a deposit in advance to reserve the dentist's time. When scheduling appointments, we will make every effort to accommodate your schedule, and in return, we ask the same of you.

Since it is important that our services run smoothly, we ask that you please arrive on time for your appointment. We understand that your time is valuable and we will make every effort to stay on schedule.

## CANCELLATION POLICY

An appointment is an agreement between you and our office. Our part involves reserving the dentist, staff and office time for you.

Due to the ever increasing demands of our services, we kindly request that if you must reschedule an appointment please extend us the courtesy of 48 hours notice.

This courtesy will make it possible to give your reserved time to another patient. Any failed appointment or cancellation with less than 24 hours notice may be subject to a \$35 fee. While we realize that emergencies do happen and are not anticipated, all efforts to notify us are greatly appreciated.

## FINANCIAL POLICY

The financial guideline of our office is that we ask all patients to pay us in full at the time of service.

If you have insurance, as a courtesy, we file your insurance claims at no charge to you. However we do expect your co-pay at the time of service. We do have several payment options for you to accommodate your specific needs and we will be happy to discuss those with you. We accept cash, check, Visa, MasterCard, American Express, and Care Credit.

If your bill is unpaid, a collection agency may be chosen to manage the delinquent account. If your account is placed with a collection agency, you will be responsible for all costs of collection.

## DENTAL INSURANCE PLANS

Dental insurance is a contract between the carrier and the patient. Therefore, we can make no guarantee of estimated coverage or payment. The benefits that you receive are based on the terms of the contract negotiated between your employer and the dental insurance company, NOT our dental office. Dental insurance generally does not cover the costs of comprehensive dental care and the level of coverage varies from plan to plan. Once the annual limit is reached, your insurance will cover no other services no matter how essential they may be to your oral health. These limitations and restrictions will almost always mean that your comprehensive care will require your personal investment.

**By Signing below you are acknowledging that you have read and agree to the policies of our office:**

---

NAME (PRINT)

---

DATE

X

---

SIGNATURE