

OFFICE POLICY

When we welcome a new patient and established patient to the practice, we also welcome any questions you may have about office and appointment policies, insurance, and of course, fees.

Your scheduled appointment is reserved specifically for you. If a **cancellation** is unavoidable, **please call the office at least 24 hours in advance** so that we may give your appointment time to another patient. If you do not cancel your appointment with more than 24 hours' notice or if you do not come to the appointment, we will consider this to be a broken/missed appointment. **A broken appointment is subject to a \$35 broken appointment fee.** If 2 broken appointments occur, our office reserves the right not to schedule any subsequent appointments for you. Occasionally, illnesses make it necessary to cancel an appointment with less than 24 hours of notice. Please contact our office immediately if you feel ill and we will do our best to accommodate your situation.

For a first visit, please plan to arrive 15 minutes before your scheduled appointment. This will allow time to complete any additional paperwork and see you on time.

If you arrive more than 10 minutes late for your appointment, you may be asked to reschedule for the next available appointment time. Again, please call at least 24 hours in advance if a cancellation is unavoidable.

We strive to see all patients on time for their scheduled appointment. We make every effort to stay on schedule. There are times when our schedule is delayed in order to accommodate an emergency. Please accept our apology in advance should this occur during your appointment. We will provide you the same courtesy if you're in need of emergency treatment. If you have to wait more than 15 minutes, please ask our business staff the reason for the delay.

Let's anticipate that you have questions about financial arrangements. We feel the best thing about our style of dentistry is our commitment to quality. If you have been with our practice for a while, you already know our attention to detail and fine materials are second nature to us. But everyone's financial situation is different and good dentistry will not count for much if it is beyond your means.

Insurance makes life easier. We'll help fill out your claim forms and answer any questions you have. We work with most dental insurers, such as: PPO Plans. Carriers vary but we will try to help you get the most benefit out of your

particular policy. Each policy is different, but in general, insurance usually covers about 80% of simple care and 50% of major work. Pre-authorization for major work will tell you the amount of your obligation ahead of time (no one likes these kinds of surprises). This way you pay only the estimated percentage of your total bill, that portion not covered by insurance. Please keep in mind you are responsible for your total obligation should your insurance benefits result in less coverage than anticipated. **We do ask that you pay your portion at each visit.** When payment from your insurance company is received and applied to your account, any balance due will be billed to you, and any overpayment is refunded to you. Additionally, Interest will be added on accounts not paid in full and have reached more than 90 days after the date of service. And any delinquent accounts will be forwarded to collection.

For our patients without insurance, we ask that you pay for services on the day they are completed. If this is impossible for you, we can work out alternative financial arrangements that suit us both. The way we see it, there's always a way to get the help you need. We accept most credit cards.

We look forward to having you as part of our dental family.

In an event my account becomes delinquent; I understand I am responsible to pay actual and reasonable collection charges and/or attorney fees.

Print Name: _____ Date: _____

Signature: _____