

## **Please read carefully, sign & date!**

Welcome to our dental office. Your health, comfort, and individual needs are foremost in our minds. Please read carefully the following information in order to familiarize you with our office policies. If you have questions or concerns please feel free to call - we're here for you!

### EMERGENCIES:

We will be happy to see our patients who are experiencing dental pain on an emergency basis. If you have a dental emergency, please call as early in the day as possible. We work in most of our emergencies as early as 8:00 am and right after lunch at 2:00 pm, also throughout the day depending on availability. For new patient emergencies, payment is due at time of service.

### Scheduled Visits/Cancellations

It is very important to recognize that the appointment time given to you is Reserved for you alone! We schedule appointments in this matter to minimize any waiting on your part. We need at least **48** hours notice if you need to reschedule, and in the event of an emergency we ask that you notify us as soon as possible.

Our policy concerning cancelled appointments with less than **48** hours notice and also appointments reserved and not kept is as follows:

1. First Occurrence: A policy letter is mailed to your home as a courtesy with the exception that if more than one family member is scheduled on the same day a \$50.00 fee will be charged per person.

**Exception: Appointments one hour or longer will automatically be subject to a \$100.00 charge unless in the event of an emergency.**

2. Second Occurrence: A \$50.00 missed appointment charge will be posted to your account.
3. Third Occurrence: A \$100.00 missed appointment charge will be posted to your account.
4. Missed Appointments thereafter: We reserve the right to place you on our "quick call list" and you will be offered an appointment time ONLY when an opening becomes available on a daily basis.

### Insurance:

As a courtesy to our patients, we will file your insurance and be your insurance advocate, i.e., we send claims electronically that same day. We send pre-treatment estimates, any needed x-rays, narratives etc., to better maximize your insurance benefits. We will provide you with an estimate based on the information supplied by your insurance company. PLEASE KEEP IN MIND THAT ANY ESTIMATE WE PROVIDE IS NOT A GUARANTEE OF BENEFITS! However, our professional services are to you and not the insurance company. Please remember that no insurance company attempts to cover all dental needs. Dental insurance is not meant to be a pay-all. If after 60 days insurance has not paid, you will be responsible for your balance in full.

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Amended: February 1<sup>st</sup>, 2003