

OFFICE POLICY

Your First Visit

Your initial first visit involves get to know you, the problem you are experiencing and your dental needs. In addition, by sharing your general health information with the doctor, be sure to provide complete, up to date information on your health. Inform the doctor if you recently been ill, or have experienced recent hospitalization or surgery. Be sure to tell the doctor the names, doses, and frequency of any medications you are taking; whether prescription or over the counter products. If you are under care of a physician, be sure to provide the physician name and contact information. Health problems that you may have, or medications you may be taking, could have an interrelationship to your oral health.

If this is your first time visit to a dentist, or you do not have any up to date copies of your dental records and X-Ray from your previous dentist. We will be taking a full mouth X-Ray to have an over view of your oral health.

After your initial appointment and reviewing your X-Ray's, a treatment plan will be initiated for your consultation visit. This will give you ideas on what type of treatment you may need, the cost and any insurance coverage.

Also, be sure to bring in your insurance card when applicable, and your driver's license to your appointment.

Appointment Policy

Patients are seen by appointment only. Our office reserves one (1) hour for an adult checkup, and thirty (30) minutes for children under the age of twelve (12). Special cases and additional complications may take longer. We make every effort to be on time for our patients, and ask you to extend the same courtesy to us and other patients.

We strive to have timely appointments available to patients that need to be seen quickly. Therefore, we need to know if you are unable to keep an appointment **no less than twenty-four (24) hours**, so that we may offer that time to someone who has an immediate need. **As a result, there will be a \$50.00 cancellation fee for every thirty (30) minutes allocated for your treatment plan.**

We require no less than forty-eight (48) hours cancellation notice for Saturday appointment. As a result, there will be a \$100.00 no-show fee for every thirty (30) minutes allocated for your treatment plan.

If you are very late for an appointment and there is not enough time remaining in the schedule to complete your planned treatment before our next patient is due, we may need to reschedule your appointment. **In any case, the cancellation fee may apply.**

Certainly emergencies such illness do occur and we do not wish to penalize patients for unavoidable situations; however, we do want to discourage repeated abuse of our scheduling process, which is ultimately unfair to those who are diligent about keeping their appointment.

Finance and Insurance Policy

As a condition of treatment by our practice, ultimate responsibility for payment is yours and is paid in **FULL**, less estimated insurance, is expected at time of service unless prior arrangements have been made.

For your convenience

1. We accept payment by cash, check, debit, and credit cards (Visa, MasterCard, American Express and Discover).
2. For treatment plans over \$350 and qualified patient, we provide an authorized monthly auto charge to your Visa or Master Card for a period of 2 to 4 months at no additional cost. (this offer is limited time)
3. We provide Fee for Service payment courtesy discount from 3% up to 10%, depending on treatment plan and type of payment method.
4. Interest free financing: For treatment plans over \$500 you can apply for an interest free loan with fixed payments for a period of 6 to 12 months. Longer terms are also available. We can give you an instant approval with a simple credit application.

Late payment and returned check

1. A service charge of 1½% per month (18% per year) and a dept recovery charge of \$25.00 will be charged on unpaid balances exceeding 60 days.
2. In the event that your account must be sent to a collection agency for non-payment, you will be responsible for all cost of collection fees, court fees and attorney fees.
3. A \$35.00 service charge will be added to your account for all returned checks.

Dental insurance

Dental benefits are designed to assist you in some of the cost of your dental treatment. Some insurance is subject to annual deductible and pays a portion of your treatment up to a modest annual maximum limit. It is your responsibility to know what your Dental Insurance covers, and your annual deductible and limit.

We will do our best to see that you receive your full benefits. However, ultimate responsibility for payment is yours and financial arrangements must be defined before dental treatment begins. Your portion is payable on day of treatment. **Emergency cases** will be handled by the patient paying for treatment at the time of service, and your insurance will reimburse you.

We DO NOT file secondary insurances. That is the patient's responsibility, however, the proper paperwork will be provided to our patients in order for them to file with their secondary insurance.

Remember, your insurance policy is a contract between your employer and your employer's insurance company—we are not party to that agreement. Therefore, our office cannot accept responsibility for negotiating a settlement with your insurance company on a disputed claim.