

OFFICE POLICIES

Please take time to read and understand your insurance policy and benefits. Our goal is to help you achieve and maintain optimal dental care.

Cancellation Policy:

Broken dental appointments are a disappointment to everyone, interfere with your dental treatment, and create unnecessary scheduling problems for other patients.

Scheduled appointments are reserved specifically for you, therefore, when sufficient notice is not given when you cancel or reschedule an appointment, it does not give us enough time to contact another patient on our waiting list who would benefit from coming in earlier. If a cancellation is unavoidable, please call the office at least 24 hours in advance so that we may offer that time to another patient.

We understand that rare emergency situations may occur, and under those circumstances we can completely understand. However, **if two cancelled/missed appointments occur without 24 hour notice, our office reserves the right NOT to schedule any subsequent appointments.** Also, if you arrive late, you may be asked to reschedule for the next available appointment time. When 24 hour notice has not been given, a charge may be added to your account upon the discretion of our office.

Financial Policy:

Payments/Co-Payments for services is due at the time dental treatment is provided. Every effort will be made to provide a treatment plan for services with estimated costs so that you can be prepared for payment on your next visit. As a courtesy to our patients, we will file your dental insurance claims and bill your dental insurance company (if applies) for treatment you receive. However, in the event the insurance company does not pay the estimated portion of the bill, the balance will become the patient's responsibility and will be billed directly to you.

All Medicaid/All-Kids Insurance patients must bring in a current insurance card at every appointment. If it is not available, your appointment must be rescheduled to when the card is available. These missed appointments will be considered cancellations without 24 hr notice.

Parent / Legal Guardian must accompany a minor for initial exam, emergencies and recall visits.

Printed name of Patient, Parent or Guardian

Date

Signature of Patient, Parent or Guardian

Date