



OFFICE POLICIES

OFFICE HOURS

Our regular office hours are Monday-Friday 8:00AM-4:00PM. Our office is closed on weekends and all major holidays. Our office does have an answering machine, which we check each day that we are open.

FEES AND PAYMENT POLICY

Payment for your treatment is always due at the time of service. To make the cost of your care as easy and manageable as possible, we offer several payment options. They are:

1. Cash: includes money orders and personal checks (please note there is a \$30 charge for all NSF checks received)
2. Credit Card: we accept Visa, MasterCard, and Discover
3. CareCredit®: patient payment plans that allow you to pay over time with convenient low minimum monthly payments

****Please note: balances not paid within 30 days may be subject to a finance charge; accounts 90 days past due may be sent to collections.***

INSURANCE

To avoid disappointment, we strongly suggest that patients contact their insurance company prior to scheduling any appointments to make sure their dental assumptions are correct. Most insurance companies pay only a portion of the dental investment. Insurance coverage varies from plan to plan, as does the percentile that each company uses to calculate its usual and customary fees. Patients must realize that professional services are rendered to a person, not to an insurance company. Thus, the insurance company is responsible to the patient, and the patient is responsible to our office for any balance not paid by the insurance company. As a courtesy to our patients, we will submit your dental claims to your insurance company for you.

APPOINTMENTS

Patients are seen by appointment only. We ask that if you cannot make it to your appointment that you give us at least 24 hours notice (**business hours**). Patients arriving more than 15 minutes late for an appointment may need to be rescheduled. Patients who fail to show up for an appointment (without giving notice) may be charged for the time reserved for them (minimum \$50).

REFERRALS

At times, we may need to refer a patient to a dental specialist for continued treatment. We will assist you in getting an appointment scheduled with that office. We will also send the appropriate records to that doctor. You will need to visit with that practice's office manager regarding your insurance and any financial arrangements that need to be made.

EMERGENCY CARE

We reserve a limited amount of time so that emergency patients may be scheduled quickly. If you have a problem requiring emergency treatment, please call us as early in the day as possible. We will try our best to get you in as soon as possible.

RECALL VISITS

Upon completion of your dental treatment, we will place you in our continuing care program. We will send out a reminder card a few weeks before you need to schedule your next appointment. These appointments are designed to prevent little problems from becoming big or expensive ones. Preventative dentistry is the best and least expensive dentistry, but is easily overlooked or postponed. If you think that you may be overdue for this important service, please let us know and we will verify your check-up date for you.

CLOSING

It is our goal to make your visit to our office as convenient and comfortable as possible. Please keep in mind that all treatment is subject to change at any appointment because of conditions found while working on the mouth. If you have any questions regarding any of the above information, please feel free to visit with the office manager before your appointment.

Patient Signature: