

## Office Policies

### **Appointment Policy**

Our goal is to provide high quality care to our patients, while respecting their schedules. In fairness to other patients and office staff, we require advance notice when changing or canceling an appointment.

When you schedule an appointment, we reserve that time and prepare in anticipation of serving you. If you should need to reschedule, we kindly request that you contact us with advance notice. We understand that conflicts arise, however failing an appointment or canceling without notice may result in a \$40 charge. Any patient who is late for their appointment will be considered a no-show and may need to be rescheduled. If a patient continues to fail appointments, or cancel without notice, said patient may be dismissed from the practice.

With any dental treatment, there may be unforeseen procedures, adjustments, or complications. We make every effort to anticipate any changes in treatment and to advise you promptly; However, such events are sometimes unpredictable. There are occasions when the timing or spacing of appointments will need to be modified to accomplish the best result possible.

### **Financial Policy**

All balances are due at the time of treatment. We accept cash, check, and credit cards, and can assist with third party financing or payment plan options. Should a balance accrue on the account, a statement will be sent to the account's responsible party. The balance is to be paid, in full, within 30 days or there could be additional interest charges. Please note, a returned check fee may also be applied for each check payment returned to us by your bank.

Estimates and treatment plans are based upon information gained from the examination. As with any dental treatment, there may be unforeseen adjustments and/or complications. Treatment plans are preliminary and any lab charges (if applicable) have been estimated. Our office has a Treatment Coordinator on staff who is available to walk you through complicated procedures and payment options, including pre-treatment estimates from your insurance. Estimates do not take into consideration any cost that was billed to financial maximums or treatment limits that may have been used at other dental clinics. Pre-determinations from insurance providers are not a guarantee of payment and, until payment is received from an insurance provider, no patient payment is final.

We do offer a special patient courtesy in the form of a 10% discount toward payments made in full at the time of service; Seniors will receive a 15% courtesy discount. \*Please note: Office courtesies do not apply to Invisalign services or payments made with Care Credit.

Further options include custom payment plans—designed to help you eliminate your balance, over time, by scheduling an automatic payment on either the 1st or 15th of each month.

I have read and agreed to the Appointment and Financial Policies. I understand that I am ultimately responsible for all fees for services rendered to me or my family.

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Patient Name

Date

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Patient Signature