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### **OFFICE POLICY REVIEW**

1. Payment is due in full for patients who DO NOT have insurance.
2. A 35% co-payment is collected at time of service for any restorative (fillings) work done for those patients who do have Dental Insurance. Following payment by your insurance, a bill will be sent from our office for any remaining balance.
3. We accept VISA, Master Card, personal checks and cash.
4. We DO NOT provide budget plans.
5. Co-payment (for dental insurance patients) for crowns, bridgework, dentures, root canals, and post and cores is 50%. This co-payment is due at the first appointment when the dental treatment has begun.

### **CANCELLATION POLICY**

If you are unable to keep your appointment, we ask that you notify our office 24 hours prior to the scheduled appointment to avoid a missed appointment charge.

### **CONFIRMATION CALLS**

Confirmation calls are a courtesy that we extend to our patients. However, we expect our patients to be responsible for remembering scheduled appointments. If you prefer not to have your appointment confirmed please let us know.

### **EMERGENCIES**

A dental emergency situation exists only when a patient is in urgent need of dental attention. The patient must first contact the office to describe the emergency so the degree of attention can be assessed and agree to be seen at the earliest opportunity that we can make available.

1. Please call our office by 9 A.M., or as soon as the dental emergency occurs. Call first; please do not walk in.
2. You must be flexible. We will be notifying you when to come in for treatment. Please come in at the time that we indicate is available. We have set aside short periods of time during the day to handle emergencies.

We know that everyone would like to come in after work or school but since this is not a scheduled appointment we must work you into the schedule at a time when it will be less disruptive to the patients who have scheduled appointments on that day.

3. Please be patient - we are working you in and you might have to wait.

### **Important reminders**

Please notify us immediately if any insurance changes occur.

Patients are responsible for all charges; insurances are billed as a courtesy.

Please follow your insurance guidelines closely.

Notify us of changes in home address, home and work telephone numbers.