

PAYNE AND PAYNE DENTISTRY OFFICE POLICIES

1. 24 hours notice is required to cancel your appointment. If less than 24 hours notice is given, it will be considered a missed appointment. After the second missed appointment, you could be charged \$25.00 and/or be dismissed from this practice.
2. If you are late for your appointment, it may be necessary to reschedule your appointment to keep everyone on a timely schedule.
3. Bitewing X-rays are required to be taken one time per year and a panoramic film is required every 3-5 years. A complete diagnostic exam can not be performed without these films.
4. Filing insurance is a courtesy to our patients; therefore, please supply the front desk with a correct address, copy of your insurance card, and a valid ID when you arrive for your appointment. If this information is not provided, we will not be able to file the insurance and you as the patient will be responsible for the charges incurred at the visit. The patient is responsible for the portion of the bill that the insurance company does not cover. Remember you, as the patient, have the contract with the insurance company. If there are any discrepancies with your coverage or benefits, you are the one responsible for resolving the issues.
5. Your deductible and co-payment are expected at the time of service.
6. We will gladly schedule up to two patients per family per day.
7. Children under the age of 18 must be accompanied by a parent or legal guardian to be treated.
8. We make an attempt to confirm appointments. Please keep us informed of phone number changes. If we are unable to make contact with you, you are still responsible for your appointment date and time.
9. Due to liability issues, we prefer to only have the patient in the treatment room. If it is necessary to accompany the patient to a room, you must stay in the treatment room at all times.
10. Please turn off your cell phones before entering the treatment rooms.

Signature _____ Date _____