

OFFICE GUIDELINES

To My Valued Patient,

This year marks the beginning of many exciting changes in my office in my effort to improve service and quality of care for you so that you can regain and maintain your health as quickly, efficiently, and inexpensively as possible.

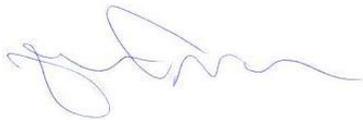
I have a purpose – and that purpose is to get sick people well and to prevent the well from getting sick. I also have a personal, professional, and ethical responsibility to care for your health to the best of my ability. Missed appointments and failure to comply with recommended treatment schedules and/or procedures prevent me from achieving my goal of optimum health for you. If you cannot keep your appointments and adhere to my treatment recommendations, I will not be able to continue treating you in good conscience. Therefore, the following policies must be agreed upon:

1. No-shows are not acceptable. Failure to make an appointment not only compromises your health but inconveniences other patients who may have requested an office visit during your scheduled appointment. If you cannot make an appointment (except in the case of an emergency) you are expected to call within 48 hours of your appointment to reschedule. There is a \$100.00 fee for all no-show appointments and this fee is not covered by insurance. This money will be donated to St. Jude's Children's Hospital.
2. Timeliness is required. We will see you on time and get you out on time unless there is an emergency. We request that you be on time for your visits. If you are more than 10 minutes late, you may have to reschedule your appointment.
3. Cleanliness and infection control are of the utmost importance. We have the latest sterilization technology and disinfect each treatment room after every patient. This is another important reason we demand timeliness of ourselves and you. We request that you brush your teeth prior to being seated in a treatment room. Toothbrushes, paste, mouth rinses, and floss will be provided for you if needed.
4. If you miss an appointment you must make it up. It is critical to your health to do so to avoid setbacks in the care and maintenance of your teeth and gums.
5. Insurance: Treatment recommendations are based on your health, not on your insurance benefits or lack thereof. If you have insurance it is your responsibility to be aware of what your benefits are. Remember, insurance companies are not concerned about your health and well-being – **we are**. We will provide you with an estimate of benefits; however, you are fully responsible for any treatment performed. Your benefits are a contract between you and your insurance company. We cannot be responsible for what your insurance will or will not cover.
6. We run a Zero Balance office. We expect payment in full prior to, or at the time treatment is provided. We have several financial options available for all of our patients. Please speak to Laura if you have any questions.

7. **All appointments scheduled with Dr. Aversa require ½ of the total patient out-of-pocket expense as a deposit and a signed financial agreement.**
8. Our policy is to make your experience in our office an exceptional one. When we succeed, we would appreciate you telling your friends and family about our office.
9. Upsets: it is our company policy to ensure the complete satisfaction of all of our patients with the service and care they receive at our office. However, it is possible, on occasion, that there may be a misunderstanding or miscommunication between you and our office. We will do everything in our power to make things right by you should an upset occur, provided you bring it to our attention in an appropriate, cordial manner at a time that we can give the matter the proper attention it deserves for effective resolution. You can expect that my staff will treat you with the same professional demeanor and efficiency as you would expect from them. Please see our office manager to resolve immediately, any upsets you may have with my office or one of my team.
10. Emergencies: It is our goal to eliminate all of the potential dental emergencies you may have by providing care for you before it becomes a problem. In the rare instance that you do have an emergency, we want you to be assured that we will take care of you. In order to do this, we would like to define what a true emergency is. Swelling, bleeding, and/or severe pain that has kept you up at night or requires medication, or a restoration in a visible area that falls out are all considered emergencies. If you have any of these symptoms, we ask that you call us right away. We will provide you with the next available emergency appointment. We do set aside time each day for emergencies.

I greatly appreciate your cooperation.

Yours in Health,



Dr. John Aversa

(Patient Signature)

(Office Signature)