

Our relationship with you

We appreciate the time you take out of your day to visit us.

You have made a valuable choice by investing in your dental health.

Currently the doctors in our practice have over 100 years of combined dental experience and knowledge. *You are in good hands!* The practice is a very busy one, with many people wanting our services so it is imperative that both your time and ours is not wasted. Therefore we have established the following financial policy as rules for our relationship.

Financial Policy

All visits will be made by scheduled appointment only.

(No walk-ins)

Scheduled appointments are specifically reserved for only you. If you cannot keep a scheduled appointment, we require a **24-48 hour advance notice** from the time of your appointment. Leaving a message on our answering service the night before does not qualify as a 24 hour notice; nor does leaving such a message during the weekend for a Monday appointment.

If you fail a scheduled appointment, you will not be allowed to reschedule unless the next appointment is fully paid in advance on a major credit card. This applies even if you have insurance benefits. The prepaid credit will act as your reservation. If you fail to come to your appointment, the prepaid credit will be used to pay for our lost time.

All payments are expected at time of service. As a courtesy for patients with insurance benefits, we will collect our **best estimate** of your portion of the current charges for that day's service. We will then bill your insurance carrier for the remainder. We will make every attempt to collect your insurance benefit within a reasonable time frame of 60 days. After this period, you will be required to pay the insurance carrier's portion of your balance. You may then collect your insurance benefit directly from your carrier.

You must realize that:

1. Your dental benefit program is a contract between you, your employer, and the insurance company. **We are not a party to that contract.** (Northeast Delta is the only exception)
2. **Our fees are generally, but not necessarily, covered to** the maximum allowance determined by your carrier (Northeast Dental is the only exception).
3. **Not all dental services are a covered benefit in all contracts.**
4. **You are responsible to us for all our fees for services rendered to you.**

