

## OFFICE POLICIES

It is our mission to provide you with the best oral health care possible and to be helpful regarding office issues. In order to do so, we need your partnership and your clear understanding of our office policies. Therefore, we ask that you read and consider the following:

### *Insurance Policies*

Your insurance coverage is a unique contract between you, your employer, and your insurance company. Not all dental services are covered by every insurance plan. **The estimated co-payment you are asked to leave on the day of your treatment does not guarantee your insurance company will pay the remaining balance.** Please be aware that our staff does its best to provide you with the correct information regarding your insurance, but we cannot possibly know all of the details of your policy. Ultimately you are responsible for payment for the services we provide. We strive to bill correctly, and are willing to correct any errors on our part. However, the reality is that insurance may still not cover some services, even if they are medically appropriate and billed correctly.

### *Appointment Policies*

If you are unable to keep an appointment, a 24-hour notice of cancellation is needed. If an appointment is not kept or cancelled with less than a 24-hour notice you will be subject to a service charge of \$100.00.

We ask that you understand that we are health care providers, and sometimes things take longer than planned. We also like to accommodate patients who are calling with an emergency. We will keep you updated with the status of the office and apologize in advance if you experience any wait time.

### HIPPA PRIVACY ACT:

SIGNING BELOW ACKNOWLEDGES THAT YOU WERE GIVEN OUR PRIVACY INFORMATION TO READ. (A COPY OF IT CAN BE GIVEN UPON REQUEST)

Patient name \_\_\_\_\_

Patient/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_