



## IMPORTANT PATIENT INFORMATION

### APPOINTMENT POLICY

Please arrive on-time to your scheduled appointment. Late arrivals cause schedule delays for those patients who arrive promptly at their appointment time. It is possible for late arrivals to be worked into the schedule if time allows. Otherwise, they will be reappointed.

### CANCELLATIONS

We know things come up in your lives and while we understand, it is important that we receive notice of a change in plans with 24-hour notice. Because of our commitment to patients, your appointment is reserved at a specific time to see us. For your convenience, we have a voicemail system to cancel your appointment if we are out of the office or away from the desk. **Failure to cancel your appointment without the proper notice will result in a \$35.00-\$50.00 no show fee.**

### INSURANCE

There are many variations of insurance plans; we are unable to know what your individual coverage is. We are happy to help whenever we can, however it is **your responsibility to know your plan's coverage**. In addition, if we are out of network with your insurance, you will be responsible for any copays, balances and charges for non-covered services. **Payment is due at the time of service.**

### STATEMENTS

Our office will send three statements at 30-, 60-, and 90-days. If payment is not made within that time, the account will be subject to review by an outside collection agency. We reserve the right to add late fees to past due accounts. It is your responsibility to let us know if you have a change of address or phone number.

### DENTAL RECORDS REQUESTS

We are more than happy to provide a copy of your dental records, including x-rays, for you. A release of records **must** first be completed by the **patient**. There is a **\$25.00 fee for record copies** and it will be collected at the time of request. Digital x-ray copies will be provided at no charge as long as there is an email address provided. Original x-rays do not leave your file in our office.