



## Office & Financial Policies

The Dental Specialists-Pediatric Dentistry Staff are committed to providing you the best possible dental care. The following information is provided for your benefits so that we may better serve you. Please read thoroughly and do not hesitate to ask any questions. A copy will be provided to you upon request.

- ✦ **Payments:** Payment is expected at the time services are rendered unless other arrangements have been established. We accept Cash, Checks, Visa, MasterCard, American Express, Discover and CareCredit. All returned payments will be subject to a \$25 fee.
- ✦ **Insurance:** We will gladly file your dental insurance as a courtesy to you; however, you are ultimately responsible for the cost of treatment for services rendered in the office. Any deductible and/or co-insurance that you are responsible for is due at the time services are rendered, as well as any amount not covered by your insurance. The claims we submit to insurance companies indicate that you have assigned those benefits to the office. If the insurance company sends payment to you instead of the office, you then become responsible for the total account balance, not just your patient portion, and payment will be expected immediately. If your family has more than one insurance policy, we will be glad to assist you in obtaining the maximum benefits available.
- ✦ **Patient Information:** You are expected to provide us with any changes regarding address, phone numbers, insurance status and change in health status, including any new medications, as soon as possible.
- ✦ **Appointment Time:** We ask that our patients arrive on time for their appointments. We do reserve a specific time for each patient, so those arriving more than 15 minutes late may be rescheduled.
- ✦ **Cancellations:** A specific amount of time is reserved specifically for your child, we strongly encourage all patients to keep their appointments. If you must change an appointment, we ask that you please contact us as soon as possible. Any appointments cancelled less than 24 hours prior to the scheduled appointment time, may be subject to a cancellation fee. In addition, any appointments cancelled less than 24 hours on a school holiday, after school hours may not be rescheduled for that similar day or time. These are our most popular times and need to be reserved for people who can make their appointment time.
- ✦ **Safety:** Due to safety and liability concerns, we will allow one parent in the room during any treatment not done under sedation. Otherwise, if under sedation parents are asked to wait in the lobby during treatment. No siblings will be allowed in the room. Feel free to bring someone to watch small children in the lobby or make plans for a sitter.

***Thank you for understanding and accepting our Office & Financial Policies. Please let us know if you have any questions or concerns.***