

# THE DENTIST

## WINDWARD PARKWAY CENTER

### Important Office Guidelines

Our team at the Cosmetic Dentistry Center is committed to providing superior clinical and administrative patient care. We have found that patients appreciate having important office information in a detailed, easy to read format. Please feel free to discuss any questions or concerns with a team member.

- Please provide us with your current address, contact phone numbers, and insurance information at each visit.

#### **Appointments**

- For every appointment made we reserve a treatment room and one on one time with Dr. Myers, our hygienist, or our treatment coordinator. We can't accommodate last minute changes in our schedule. We are committed to your lifelong dental health with this high standard of personal attention. Therefore, an appointment in our office is a confirmation. We want you to share the same commitment by keeping your reserved appointment times. We will provide you with a courtesy call upon request. If an extreme emergency arises please call us and we will do our best to re-appoint you. We appreciate you appointing only when you can make a solid commitment. We reserve the right to charge a minimum of \$85 fee if an appointment is broken without a **two-business** day notice. A credit card on file may be required for appointment reservations of one hour or more.

#### **Insurance**

- As a courtesy, we accept and file most dental insurance. If you can choose any dental provider, your insurance may be used in our office. Due to the overwhelming number of insurance plans and their changes in coverage, it is impossible to guarantee any coverage by your individual plan. We will assist you in understanding your benefits provided to us by your carrier, however ultimately it is your responsibility to be familiar with your dental insurance plan.

As a courtesy, we will file your insurance claims with all supporting documentation, and try our best to maximize your dental benefits. Remember, your insurance company's goal is to provide the lowest payout. They do not examine your mouth prior to giving you your policy and do not know your treatment needs. Our goal is to restore you to optimum oral health with superior personalized gentle dental care. This ensures you are treated at the highest level and you can keep your teeth healthy for a lifetime.

#### **Payment**

- We take great pride in estimating your co-pay portion as closely as possible; however, the final amount due is determined once your insurance carrier has paid your claim. Any co-pay amount quoted by our team is always and only an estimate. This estimated portion is due at the time of service.
- You are ultimately responsible for payment of charges you receive from our office. Any check payment dishonored by your bank will result in a \$25 returned check fee.

I have read and acknowledge the above statements.

Signature \_\_\_\_\_ Date \_\_\_\_\_