

# OUR PRACTICE POLICIES

*We thank you for selecting us to serve your dental needs. We appreciate the trust and confidence you have placed in our office. Our entire staff is a team dedicated to providing the highest quality dental care and service to our patients. We take great pride in each staff member's training and capabilities.*

*So we all can enjoy a smooth working relationship, we ask you to take a few minutes to read over our practice policies. Please do not hesitate to direct any questions to our Office Manager so that we may address your concerns promptly.*

*Thank you, and once again, welcome!*

## REGULAR VISITS

Regular, follow-up preventive care is very important in maintaining long lasting dental health. Therefore, we encourage our patients to adhere to the recommended schedule of visits. We will advise you when it is time for your next visit and help you with appointments that best suit you and your busy schedule.

## APPOINTMENTS

We are extremely proud that we keep the waiting time of our patients to an absolute minimum. We recognize that your time is valuable. Therefore, we are able to see our patients on a reliable, scheduled appointment basis (with the exception of emergencies). We consider an appointment made to be an agreement and commitment between our office and our patients. We rely on our fine patients to abide by that agreement.

***If you are not able to keep an appointment for any reason, please phone our office at least 24 hours in advance (or earlier at your first opportunity). This will enable us to help you schedule another appointment and release your slot to another patient in need.***

## FINANCIAL ARRANGEMENTS

Our Financial Coordinator will meet with you and go over the financial policies of our office before we begin any treatment. We will arrange the most suitable method of payment for your care. Please direct any inquiries about your account to the Financial Coordinator who will be most happy to assist you. For your convenience, we offer several convenient payment plans, including Citi Health Card and Care Credit.

## **INSURANCE**

As a courtesy to our patients, we do take care of all insurance billing. Please assign your insurance benefits to this office. We ask the patient to pay the estimated co-pay portion at the time of an appointment. Should a problem arise with your insurance payments, we will do the best we can to resolve the matter with your insurance company. If necessary we will request that you contact your insurance company to assist with the resolution of any problems. Please remember that your dental insurance is a contract between you and the insurance company. Any balance over 60 days will become the responsibility of the patient.

## **EMERGENCIES**

As emergencies do arise, we ask for your patience and understanding. On rare occasion, we must see an emergency patient before you or during your appointment. We will try to inform you of any changes necessary ahead of time, if at all possible.

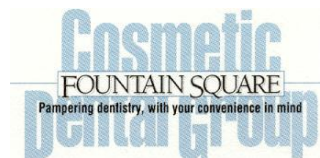
If you, yourself, should happen to have an emergency, please call the office right away. We will do everything possible to get you in at the earliest opportunity. If we are out of the office or if it is after office hours, we have an answering machine which will direct you to the Doctor at home if necessary.

## **OUR COMMITMENT TO YOU**

We appreciate having you as a patient in our practice. We will do everything possible to deliver the highest quality care in a safe and comfortable environment. Service is our watchword.

Please do not hesitate to ask any questions you have about our services and office policies. And, if you are satisfied with our office and the service you receive, please feel free to tell a friend. We welcome new patients and appreciate it when our patients refer their friends and family to us.

Very sincerely,



Drs. Meyer, Harris and Staff

Please Read and Initial \_\_\_\_\_