



OFFICE POLICIES

TREATMENT

I give my authorization to the dentist and dental staff to render a treatment plan to me that they feel most beneficial to my oral and overall health. In giving this authorization, it is understood that my dental condition will be explained as well as options for treatment.

I retain the right to refuse any treatment options presented; however, with refusal of treatment it is understood that the dentist has the option to refuse future appointments and even dismiss me from the practice when such a refusal of treatment is seen as detrimental to my future dental health or compromises the professional ethics of the dentist.

APPOINTMENTS

It is understood that we may but are not required to confirm upcoming appointment dates and times. Our staff will provide a courtesy call or e-reminder to verify your appointment prior to your appointment date. The patient understands this is a courtesy and the patient is ultimately responsible to keep their dental appointments. To avoid a cancellation fee, please be sure to call us at 757-497-1618 by 2PM the day before your scheduled appointment.

We understand busy schedules; however, if you arrive more than 15 minutes late for your scheduled appointment, you may be asked to reschedule. This is done out of respect for our other patients that have appointments scheduled. Please call ahead and let us know you are running late, and we will do our best to still accommodate you as our schedule permits.

INSURANCE

If you have dental insurance, as a courtesy we will file your insurance claim. However, you will be responsible for your co-insurance and deductible at the time of service. Our computer software makes an estimate of what your insurance will cover and estimates what will be your "out of pocket" expense. This is only an ESTIMATE and it is possible that your insurance may cover less than what is initially estimated. In that case, the remaining balance will be your responsibility to pay.

We verify your insurance eligibility and benefits; however, information received from your insurance carrier is NOT a guarantee of benefits. You, the patient/policy holder are responsible for knowing your benefits in detail.

We will file your insurance promptly as a courtesy to you. If your claim is outstanding after 60 days, you will be responsible for the full balance on account. You will need to contact your insurance company to resolve the outstanding claim issue.

PAYMENTS

We accept payments in the form of cash, personal checks, money orders, MasterCard, Visa, American Express, Discover Card, Apple Pay, and Care Credit Cards.

Personal checks are also accepted, however, should your check be returned for any reason, we will automatically debit your account for dental services, plus an additional processing fee of \$50.00.

DELINQUENT ACCOUNTS

After monthly statements and courtesy calls of past due accounts, we will consider an account delinquent when the balance goes unpaid after 60 DAYS without a financial arrangement or if financial arrangements have defaulted on the agreed upon arrangement. After 60 DAYS, past due accounts will be turned over for collection procedures. If your account is turned over for collection, you will be responsible for ALL COLLECTION AND/OR COURT FEES. All appointments (including family members under the account) will be cancelled automatically.