

## Policy Changes Effective 2010

Thank you for choosing our office for your dental needs. Due to your kind patronage, we have experienced tremendous patient growth over the past 10 years; this has necessitated a review of our office policies.

Please note the following items that we have implemented. We ask that you **check each item and kindly sign the bottom of the page.**

We appreciate your co-operation and understanding as we strive to provide you with the best service.

\_\_\_OFFICE HOURS: Monday, Tuesday, Thursday 7am-5pm  
Wednesday 9am-5pm  
Friday **By appointment only**

### \_\_\_APPOINTMENTS:

Please be on time for your appointment. Dr. Flowers, Audrey and Paige try to honor the schedules, but due to the nature of dentistry, there are often unforeseen delays and emergencies. If the timing is critical to your schedule and we are running late, please notify the front office and you will be rescheduled if that is your choice.

### \_\_\_EMERGENCY APPOINTMENTS:

When calling to seek an emergency appointment with Dr. Flowers or the Hygienist, you will not be turned away. However, you may experience a short wait as we work you into our schedule. It is advised that you call to make an appointment as opposed to walking in. We will do our best to have you seen as soon as possible.

### \_\_\_WALK-INS:

Our office visits are by appointment only and the phone lines open at 7am. If you walk-in and want to be seen we will do our best to find an appointment slot for you. Please do not assume that you will be seen immediately. set appointments take precedence.

### \_\_\_NO-SHOWS:

There will be a charge of \$25 for each missed appointment. After 3 "No-Shows" you may be asked to seek dental care elsewhere and you may be discharged from our office.



\_\_ CANCELLATIONS:

We ask that you call us as soon as possible if you need to cancel an appointment-24 hours is our policy. This courtesy on your part will enable us to use that appointment slot for someone else, and you will avoid being charged \$25 for canceling an appointment. Also note that there are circumstances that require us to reschedule your reserved appointment with Dr. Flowers or the Hygienist on short notice. We will also strive to give you the courtesy of a 24 hour notice of the change, but if this cannot be done, you will receive a \$25.00 gift certificate to use in our office.

\_\_ LATE ARRIVALS:

We understand that things happen that can delay your getting to our office on time, however, if you are late for your appointment you should expect to wait. The front office will have to check with the Dr. and/or Hygienist to determine if there is time enough to see you. Please be aware that you may be asked to reschedule your appointment.

\_\_ PAYMENT:

Patient payments are due at the time of service. We except Cash, Check, Visa, MasterCard, American Express, Discover and Care Credit

\_\_ INSURANCE:

Our office gladly bill and accept dental insurance reimbursement for our patients. However, what we initially obtain from your insurance carrier is an "ESTIMATE ONLY". Patients who would like an exact quote from their insurance carrier must request a predetermination and we will happily assist our patients with that process.

\_\_ CELL PHONES

Please turn your cellular phones/devices off or to vibrate while in the treatment rooms. Please limit any exchange to "urgent calls" only.

\_\_ OTHER NOTES:

Foul, abusive and threatening language and behavior in the office and towards our staff will not be tolerated and will result in your being discharged from the practice and your insurance company notified.

Email Address \_\_\_\_\_

Signature \_\_\_\_\_

Printed \_\_\_\_\_

Date \_\_\_\_\_