



OUR MISSION

We strive to provide a fun, comfortable, educational, and nurturing dental home for children from infancy to early adulthood. Our goal is to build a strong foundation of good oral health.

APPOINTMENT POLICY

We understand that many families are busy with work, school, sports and other activities. We make every effort to schedule appointments that are convenient for you. The time is reserved especially for your child and so we strongly encourage you to arrive promptly to ensure your child has the best experience. As a courtesy, we make every attempt to remind you. **ALL** appointments **REQUIRE** a confirmation at least 24 hours in advance. Any appointment not confirmed 24 hours prior may be forfeited and there is a chance it will be given to another family. We have an automated text system with which you can easily communicate with us. The subscriber of your insurance plan will receive an appointment reminder ONE WEEK prior to the appointment. The parent/guardian that brings the patient will receive a text requesting confirmation 48 hours prior to the appointment and again 24 hours prior if we receive no response. If you then receive a phone call from us that means you have not responded.

We also understand that unforeseen events sometimes require you/us to change your appointment. We kindly provide at least 24 hours' notice of the need to cancel and ask that you do the same. A cancellation with less than 24 hours or a missed appointment will result in a \$45 charge to your account.

A parent or legal guardian **MUST** be present for **ALL** visits for patients under age 21. If this is **NOT** possible you must inform our office at the time of confirmation so we may review the treatment plan for the visit and any updates/consent/paperwork needed for your child.

FINANCIAL POLICY

Our office works hard to help you maximize your insurance benefits. Because insurance policies vary, we can only estimate coverage in good faith but cannot guarantee coverage due to the complexities of insurance contracts. We encourage you to become familiar with your insurance policy. **Payment of professional services is due at the time the treatment is provided**, this includes co-pays, deductibles, co-insurance and uncovered services such as Nitrous Oxide. We strive to give your child the best care possible. As a courtesy, we will send insurance claims for you at no additional cost.

You must provide your insurance information prior to the first visit. If we do not have this information at least 24 hours prior to the appointment the visit will be treated as self-pay. Once we have confirmed your insurance and received payment from them you will be reimbursed for covered procedures.

The person accompanying your child to his/her appointment will be responsible for payment at the time of service. Please make arrangements. We accept all credit cards, personal check, cash or care credit. We may also keep a credit card on file for your convenience. If you are covered by two or more commercial insurances, we will submit claims to all insurance companies; but copays for insurance companies we participate with must be paid at the time of service. If you have a **high deductible** insurance plan, we require that you pay for treatment received at the time of service unless you have written documentation that your annual deductible has been satisfied.

If your insurance plan has changed, we **MUST** receive this information at the time of appointment confirmation. If you arrive for your child's appointment with new insurance the visit will be treated as self-pay, and you will be reimbursed once we have received insurance payment from your new provider. We **CAN NOT** check new insurance at the time of the appointment.

I acknowledge that I have read and understand these policies as stated above.

Parent/Guardian Signature

Date