

## Appointment and Financial Policies

In our office, we strongly believe that all of our patients should be informed of the appointment and financial policies of the practice. Please feel free to discuss any concerns or questions that you may have regarding these policies.

### ***Appointment Policies:***

- In our office, we value the time appointed for all of our patients. Therefore, if you arrive more than 15 minutes late to your scheduled appointment time, we reserve the right to not provide any treatment at that time out of respect to the next scheduled patient.
- All cancellations need to be made at least 24 hours prior to the scheduled appointment time, or it will be considered a failed appointment.
- Furthermore, our patient's appointment time is also very valuable, so we maintain a strict failure policy in our office. If a patient does not provide adequate notice of a cancellation or fails his/her appointment twice, we will NOT reschedule that patient for further treatment.

### ***Financial Policies:***

- We will gladly assist you in filing all insurance claims for treatment provided. Patients will be responsible *at the time of service* for all co-payments, deductibles, and charges not covered under their insurance plan. In the event that we are not aware of a charge that is not covered under a patient's insurance plan, the patient will be billed after we obtain a denial claim from the insurance provider.
- For our patients' convenience, our office accepts cash, personal check, MasterCard, and Visa.
- In order to assist our patients in obtaining the care desired, we offer flexible payment arrangements that can be adjusted in order to fit the financial needs of every patient.
- Any account that is overdue by 90 days or more will be charged interest at a rate of 1.5% per month. If not paid promptly, these accounts may be turned over to a professional collection agency for settlement. Should this be necessary, the patient or responsible party will be ultimately responsible for all fees associated with the collection agency and/or their attorney.
- Treatment of minors: We understand that it is common today for families to undergo certain changes, such as divorce or separation. Sometimes, determining which parent becomes financially responsible for the child's health care can be complicated. We maintain the policy in our office that the parent who requests treatment for the child ultimately becomes financially responsible for all treatment provided.
- If a personal check is returned to our office for insufficient funds, the patient will be contacted and an additional \$25 fee will be added due to the bank's handling charges.

### **AGREEMENT TO POLICIES:**

I have read the appointment and financial policies provided by West Jefferson Family Dentistry, and I understand and agree to the terms listed before me.

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

Parent or Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_