

UPDATED OFFICE POLICY

Because we care so much about you and value you as our patient, we have comprised an updated office policy regarding missed appointments, canceled appointments, and financial policy.

This new policy has become a necessity and will affect all patients. It would be a disservice to you if we did not emphasize the importance of your own commitment to your dental care.

APPOINTMENTS:

Your commitment to yourself and to us is to KEEP YOUR SCHEDULED APPOINTMENT. As always we will make every effort to accommodate your scheduling needs and keep our schedule "on time". In return, we ask that you help us by keeping your scheduled appointments and by notifying us at least 48 HOURS IN ADVANCE IF YOU ARE UNABLE TO KEEP THE APPOINTMENT.

Consider your appointment with Dr. Chen as your personal reservation. And, as with all reservations you make (such as airline or hotel), there must be a cancellation policy.

CANCELLATION/MISSED RESERVED APPOINTMENT POLICY

1.) As a courtesy to you, we will make every effort to remind you of your reserved appointment. But, please do not consider it our responsibility to do so. If our attempts are unsuccessful, it is still your responsibility to keep your reserved appointment or contact us 48 hours in advance to change or cancel the reserved time.
2.) All patients who fail to arrive for their reserved appointment or who cancel without 48 hours advance notice will be charged a missed appointment fee of \$50. Please note that this appointment fee is NOT covered by any insurance plans and is your responsibility to pay.
3.) If missed appointments become repeated, any future appointments will require a credit card number to be kept on file and used immediately for a missed appointment fee.

In keeping with our high standards of dentistry, we prefer to accommodate all of our patients with longer, comfortable appointments. We know with busy and hectic lifestyles, this is what most patients prefer. In doing so, a one hour reserved appointment that is missed or cancelled late can upset an entire schedule, as you can understand.

FINANCES:

Our primary goal is not to allow the cost of treatment to prevent you from benefiting from the quality care you need or desire. In our office, we strive to maximize your insurance benefits and make any remaining balance as affordable as possible.

- 1) Our fees are based on the quality materials we use and the time, effort and skill required in performing your needed treatment. We will assist you with your benefit eligibility before treatment to help you calculate your estimated costs and maximize your insurance. We will be sensitive to your financial circumstances and do everything possible to help you achieve optimal

oral health. Ultimately, however, **you are responsible for account payments on any remaining balance.**

- 2) Please keep in mind that if for whatever reason you end up going to another dental office for any treatments, your estimated patient co-pay portion on your signed treatment plan may no longer be accurate. This is because your insurance plan may use your dental benefits to pay that other office before they pay Dr. Chen's office for your dental treatments here.
- 3) We are happy to submit the claims on your behalf, to see that you receive the full benefits of your coverage; however **we cannot guarantee any estimated coverage.** Because the insurance policy is an agreement between you and the insurance company, **ALL PATIENTS ARE DIRECTLY RESPONSIBLE FOR ALL ACCOUNT CHARGES.** Please know that we will do everything possible to see that you receive the full benefits of your policy by electronically filing your dental claims. If there are any complications, we will try our best to get it resolved with your insurance company.
- 4) Payment for services is due at the time of services are rendered unless prior arrangements have been made. Checks that are returned to our office from your financial institution are subject to \$25.00 returned check fee. This fee covers the processing fees that are charged to our office.

We would be happy to discuss our charges and how they relate to your particular situation. We also realize that temporary financial situations may affect timely payment of your account. If such problems do arise, we encourage you to contact us promptly for assistance in the management of your account. Most often, financial misunderstandings can be managed with a phone call. Please feel free to contact our office to discuss any concerns you may have.

We appreciate all of our patients and it is not our intent to offend anyone with this office policy. With your compliance, we will be more able to keep our schedule "on time", accommodate any emergencies and help patients on our waiting list.

Name: _____

Signature: _____

Date: _____