

DENTAL EXCELLENCE OF BRANDON

WELCOME TO OUR OFFICE. WE ARE SO GLAD TO HAVE YOU AS ONE OF OUR PATIENTS! Please read our cancellation, billing and insurance policies. We use these guidelines to help us run our schedule as smoothly as possible and to offer our best customer service to you.

APPOINTMENT GUIDELINES:

- We need a minimum of 48 BUSINESS hours notice if you need to reschedule your appointment. This enables us to utilize any unused time for other patients that need to be seen. There will be absolutely no charge for rescheduling an appointment with more than 48 business hours notice. (We are closed Friday-Sunday, with the exception of one Friday/month. So appointments need to be rescheduled no later than Thursday afternoon for the following week.) Messages left on the answering machine during the weekend are **not** considered 48 hours business notice. **Without proper notice, your account will be charged \$50 per scheduled hour of your appointment.** After two failed or cancelled appointments, we will be unable to reserve future time in our schedule for you. However, we can place you on a call list for openings due to schedule changes.
- Patients that arrive ten minutes or later for their scheduled appointment time will be asked to reschedule for another day. We do everything possible to stay on time ourselves.
- Please be aware that after work/school hours along with Friday appointments are considered **“prime time appointments”** and are very high in demand. If a prime time appointment is rescheduled, cancelled or missed, we reserve the right to **not** schedule any future appointments during those prime time hours.
- Any patients who require Root Planning and Scaling cleanings must prepay their estimated copay at the time of scheduling the appointment. These appointments require more time and scheduling preparations, therefore, it is very important to keep your originally scheduled appointment.
- Patients who have history of failed/cancelled appointments may be required to prepay for their appointments.

FINANCIAL/INSURANCE GUIDELINES:

We are happy to file your Primary dental insurance claims as a courtesy to you. We do not accept dual insurance coverage or coordination of benefits. We do our best to verify your coverage and **estimate** your portion/copay. However, insurance companies are unpredictable and they sometimes limit benefits based on arbitrary schedules or fees or UCR rates. We do not base our services and prices on what your insurance company will cover. Our office provides quality, personalized dental care that could exceed your policy’s limitations. A pre-determination of benefits is an option that provides additional information regarding your dental insurance benefits and will only be sent to your insurance upon request. Pre-determinations are **not** sent automatically.

Additional charges beyond insurance payments are the patients’ responsibility. All fees, deductibles and co-payments are due at the time services are rendered. Third party financing may be available for those who qualify. If balances are not taken care of in a timely matter, we will have to send the account to our collection agency.

First: _____ Last: _____

Signature: _____

Date: _____