



## Office Policies

### **Broken Appointment Policy**

We understand that our patients' time is very valuable and so we work very hard to see our patients on time as much as possible. Your appointment time is reserved specifically for you. Any change in this appointment affects the time that we are able to spend with you as well as with other patients. Should you need to reschedule, please contact our office at least 24 hours in advance. Please be aware that our office reserves the right to charge a \$40 fee if you fail to show for a scheduled appointment or if you cancel less than 24 hours in advance. These will be considered broken appointments. We understand that unforeseen circumstances can and do arise. If something unforeseen occurs please call us right away and we will work with you to reschedule your appointment.

Some of the circumstances in which we may choose to enforce this policy include:

- Having multiple broken appointments
- Breaking an appointment for which we have reserved a large block of time
- Breaking an appointment scheduled for a time which has a long waiting list, such as an early morning appointment or a late afternoon appointment

### **Financial Policy**

Our office will attempt to verify your insurance coverage prior to each appointment and advise you if there are any routine services which are not covered. We will make every effort to help you utilize your benefits as much as possible. In the event that your insurance company does not reimburse our office as expected, you will be responsible for any remaining balance. Also, insurance does not always cover everything, and you may have dental needs which exceed your insurance benefit coverage. In the event this happens we will work with you in helping you manage the costs involved.

I have read and understand the Office Policies.

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