



## Financial Policy

Thank you for choosing Enchanting Smiles Family Dentistry as your new dental home. We are dedicated to providing the highest quality of oral health care in a compassionate, gentle and efficient environment. We want you to feel welcome and as comfortable as possible throughout our professional relationship. We encourage you to ask questions and be involved in your health care decisions. Since our practice is also a business with obligations that must be met, we ask that all of our patients pay for their portion of treatment on the day it is performed, unless prior arrangements have been made.

We must emphasize that, as dental care providers, our priority is your oral health, not your insurance company's coverage. We ask that you read and be aware of your insurance benefits, exclusions and frequency limitations. Your insurance is a contract between you, your employer, and the insurance company; and their responsibility is to you, not to our office. It is our pleasure to aid in maximizing your insurance benefit by completing and filing your claim forms, and we will assist you in any way that we can. For us to assist you we must have your current and correct information at the time of service. Ultimately however, you are responsible for your account and all the professional dentistry performed on you and your dependents. We accept cash, check, credit cards. We also offer Care Credit which is special financing for healthcare needs. A returned check fee of \$40 will (subject to change as bank fees increase) will be added to your account for any returned check. Before we can accept another check or make another appointment, we ask the fee and the amount of the check be paid with cash or credit card. After 90 days, delinquent accounts may be sent to a third party collection agency.

## Scheduling Appointments

You can schedule an appointment by calling, emailing the office directly or through the office website. Our practice is dedicated to quality care and exceptional service. We respect the importance of your time and work very hard to schedule appointments that meet the needs of all our patients. Our doctor and team spend extensive amounts of time preparing for your visit and schedule the appropriate amount of time for your specific dental health needs. When making appointments for multiple family members it is normally our policy to book only 2 family members on any one day. We realize busy family lifestyles, illness, and changes in work or school schedules occasionally occur. Sometimes exceptions can be made on a limited case by case basis. If you find that you must change your appointments, we kindly ask for 48 hours' notice. This courtesy makes it possible to, accommodate another patient who needs it. You may be asked to put down a 20% deposit to reschedule appointments without 48 hours advance notification. Missed appointments may result in a charge of \$62 per 90 minutes of chair time. We understand emergencies arise, and we take these changes into consideration. In order to minimize misunderstandings with appointments we need to have updated contact information including cell numbers and email addresses.

Thank you for your cooperation and understanding of the above policies. Your dental health is very important, and we take our job of helping you keep your teeth for a lifetime very seriously.

**I have read and understand these policies.**

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**Patient's signature (Parent or Guardian if minor)**

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**Date**