



## Clinic Etiquette

## Clinic Etiquette

---

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Welcome to Pearl District Dental. We are pleased you have chosen to trust your oral health care to us. We hope to establish a long term relationship with you based on open communication, mutual respect, and trust. We understand everyone is a unique individual with different desires, needs, and circumstances. Rather than setting clinic policies in stone, we offer the following guidelines to help us better establish a professional and caring relationship. If at any time you feel these guidelines do not accommodate your special situation, please, let us know and we may be able to offer alternate arrangements.

### Office Hours:

Our office is open Tuesdays, Wednesdays, and Thursdays from 7am to 5pm. We also offer appointments on other weekdays for special circumstances.

### Fees and financial policy

We are concerned about the cost of health care and we will do our part to keep the cost of your dental care down. To help ensure this, we request that your payment be made on the day services are rendered. We accept checks, cash, debit and credit cards. For our patients with dental plan benefits, please see section about Insurance Billing for additional information about insurance billing and payment options. We strive to reduce surprises by letting you know about anticipated expenses BEFORE we schedule a procedure. If we have not provided you with such information, please, let us know.

### Special financial needs

If you have a unique financial situation, please bring this to our attention before you schedule an appointment as special arrangements may be made. We reserve the right to assess an installment fee, finance charges of up to 21% annually and/or late charge of \$39 per month on unpaid balances. Please, note unpaid balances that are referred to collections are assessed a one-time 35% surcharge.

### Insurance Billing

We are happy to assist in the submission of your insurance claim forms. Please, be sure to provide us with all necessary and current dental coverage information. Please, remember that most insurance companies will cover the entire cost of treatment. To avoid any misunderstanding, it is best to learn before hand exactly what your policy provides. The amount you receive is determined by the type of coverage your employer has secured for you and you are responsible for any unpaid balance. Unlike medical

---

<sup>1</sup> Due to the nature of dentistry, any estimates provided are not to be construed as fixed 'bids' to complete work -rather they are an approximation and actual costs may be higher if extra procedures are required. Insurance, dental policies are not driven by your oral health care needs; rather, they offer coverage based on strict policy provisions. Dental necessity is not a basis for coverage. If you have dental insurance, we offer two billing options: A. We will bill your insurance company and accept an assignment of benefits as a courtesy. You will be asked to pay for an estimated co-payment on your account at the time of service. Should your dental plan pay more than estimated, you will receive a credit on your account or be mailed a refund. If your insurance company pays less and a balance remains on our account, we will mail you a statement which is due upon receipt. This is the option we choose by default. We do our best to follow up with your dental insurance carrier about unpaid claims. However, if your insurance has not paid a claim filed by our office within 120 days of the date we provided you with services, we will issue you a statement for the full amount of services that is due upon receipt and you will be requested to bill your insurance directly. B. We also offer the option of paying for your treatment in full and submitting a claim for reimbursement to your insurance company. Please, keep in mind that any and all information we provide about your insurance plan is strictly done as a courtesy to you. The information we receive from you or from the insurance company is no guarantee of payment, as it is impossible to determine actual benefit until your claim is processed by the insurance company. We are happy to discuss your coverage and encourage you bring a copy of your policy. If you feel your coverage is insufficient, you may wish to address this with your employer.

### About your treatment/refund policy

We take considerable pride in helping our patients become more knowledgeable about their oral health and in the overall quality of service and care we provide. Should you become dissatisfied with an off-the-shelf product or service you purchased from us, you can return it for a full refund up to 60 days from the purchase date. Returned products must be in the condition received and in the original box. Due to the nature of our services, we do not offer refunds for all other customized products and services. Before we provide you such product or service, we will make every effort possible to work together and answer any and all questions you may have including necessity, urgency, alternatives, costs, and your scheduling and comfort preferences. If you feel we did not adequately address any of the above items, or other areas that are important to you, please contact us so we may have the chance to do so.

### Parking

Metered parking is available during clinic hours. Most meters allow for up to 90 minutes. For morning appointments, parking spots tend to be available very close to our front door. Availability becomes more of an issue during late afternoon appointments. If you have difficulty finding parking, please contact us and we may be able to assist. If your appointment is scheduled for 90 minutes or longer, please, let us know where your car is parked so we can plug the meter for you as a courtesy. If you will be commuting by bike, you are welcome to bring your bike to our clinic and we will keep an eye on it for you.

### Appointment Cancellation or Rescheduling Guidelines

When scheduling appointments, we do not double or triple-book appointments because we know it is important for you to be seated on time and to spend quality time with our providers. As a courtesy, you will receive two reminder calls of your appointment. The first call will be approximately two to three weeks prior to your appointment. The second call will take place one business day prior to your appointment. Should the need arise to cancel or reschedule a routine care appointment, we request advance notice of two business days. For restorative appointments with the dentist, we request a one week notice. We will try our best to accommodate special circumstances; however, insufficient notice is subject to charges of up to 50% of scheduled services, or \$175 for appointments with the hygienist. Missed reservations will be assessed a charge at the full value of services. All our patients are special. If this policy does not fit your particular situation, we offer alternate scheduling arrangements. Please, let us know BEFORE you schedule your next appointment(s) and we will gladly make alternate arrangement(s).

Signature of patient:

**Sign**