



Northside Family Dental

Dental Office Guidelines

We would like to thank you for choosing Northside Family Dental. Providing quality patient care is our primary objective. The following guidelines are outlined to ensure our office is able to provide fair quality care to each of our patients. *Please read each section carefully and initial that you have read.* If you have any questions, do not hesitate to ask a member of our staff.

Appointments

We are dedicated to the best of our ability to stay on schedule and seeing all of our patients on time for their appointment. The following are a few factors that the patients can do to help us achieve a timely appointment:

- Please arrive on time for your appointment. Patients arriving late may have to reschedule their appointment in respect to the other patients scheduled
- New patients are encouraged to arrive 10-15 minutes early to ensure all patient information including insurance has been properly verified and processed
- To prevent fraud, all patients over 18 years of age must provide valid photo id
- On days the office accepts walk-ins, please be advised that scheduled patients have priority and walk-ins will be seen based on schedule availability
- We understand unforeseen circumstances may occur, but patients are required to provide **24 hour notice** of appointment cancellation
- Charging a cancellation fee does not make up for the financial loss of a missed appointment, so we do not believe that is beneficial to either party to charge a fee
- Please ensure the office has updated contact information to confirm appointments
- Unconfirmed appointments may result in the office seeing another patient at your scheduled time slot, which may result in a wait or reschedule of the appointment
- In respect to the dental office and those patients waiting to be seen, **2 "no-show" appointments** (any appointment less than 24 hour notice) **within a calendar year** may result in the **dismissal of the patient** and no more scheduled appointments
- Dismissed patients may be seen on an emergency walk-in basis only, and may be considered for reinstatement upon a written letter stating their intent to respect the future time of the dentist, staff, and other patients, as well as no future incidents

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Financial

Our goal is to provide and maintain a good flow of communication and dentist-patient relationship. If you have dental insurance, our relationship is with you not your insurance company, and we wish to help you receive your maximum allowable benefits. To achieve this, we need your understanding of and assistance with the following financial and payment guidelines:

- It is our duty to the best of our ability to provide patients with a fair estimate of patient out-of-pocket fees
- Self-pay patients are expected to have balance for procedures paid in full at the time of delivery for dental services
- It is the patient's responsibility to provide us with current insurance information and to present an active insurance card at each visit
- We will make every attempt to verify insurance coverage. If the insurance company you designate is incorrect or invalid at the time of appointment, you will be responsible for payment of the visit if you choose to be treated.
- If an appointment is cancelled at the time of the scheduled appointment for any reason including insurance, you will be penalized with a "no-show" appointment
- For insured patients, according to your insurance plan, we contractually agree to collect any and all co-payments, deductibles, and coinsurances
- We do not wish to engage in patient collections, therefore co-payments, deductibles, and coinsurances are due at the time of service
- The filing of insurance claims to primary and secondary insurance carriers is a courtesy that we extend to our patients
- We will make every attempt to make you aware of any services not covered by your insurance company. The patient is financially responsible for any services not covered by the insurance company
- For certain special circumstances of payment arrangements, prior balances must be paid before treatment of next scheduled appointment
- We accept Cash, check, money order, Visa, MasterCard, and CareCredit as forms of payment

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We appreciate your acknowledgement and adherence to these Dental Office Guidelines to help foster a positive dentist/patient relationship. If you have any questions regarding these or any other office procedures including discussing payment arrangements please ask the front desk. Financial considerations should not prevent you from receiving the care you need at the time you need it.