

## **Office Policies**

### **Financial Policy**

Payment is always due at the time of service.

We are happy to file your insurance for you pending current insurance information is provided. You are responsible for the estimated amount your insurance company does not pay. Any balance remaining after you receive your explanation of benefits (from your insurance company) is due and payable within 10 days. A late fee will accrue after the 10 days. If your insurance company has not paid our office within 30 days from the date of service you will be responsible for the account balance. We will file the insurance claim a second time (after 30 days) only if WE have made an error on the claim.

### **Appointment Cancellation**

If you fail to keep an appointment or cancel later than 24 hours prior to an appointment you may be charged a \$25 fee.

### **Behavior Policy (For Pediatrics)**

We like our dental patients to be cooperative and to hold their hands on their abdomen. If they are unwilling or unable to keep their hands and feet still, the dentist or dental assistant will aid the child in keeping still. Sharp instruments and drills are used in dental procedures and a patient who moves may cause injury to themselves. Other options are available including pediatric wrap, in office sedation, and hospital anesthesia. Our office only does hand holding, the other options are available at pediatric dental offices at an additional cost. If your child is cooperative the hand holding technique will not be necessary. If you have any questions about how we work with children, please ask prior to the start of the appointment.

Parents are welcome to join their children in the operatory. The dentist may ask you to be a silent partner in your child's care. If the dentist feels it is in your child's best interest, he/she may ask you to observe from the hallway. If you object to this approach, let us know prior to the start of the appointment.