Fountain Plaza Family Dental

Office Policies and Procedures Form

Our office strives to achieve good patient communication so you can feel comfortable and confident about dental care at our office. We have listed our office policies and procedures for our most commonly asked questions.

1. **Procedures: Getting Started**
The initial appointment consists of an examination and diagnosis. X-rays may be taken at this appointment. Once a diagnosis is made we will customize a treatment plan for your dental needs. This treatment plan will outline the procedures necessary to restore and maintain your dental health, how much the procedures will cost, an estimate of how much (if any) your insurance will contribute towards your treatment. Your treatment plan will include a basic cleaning and oral hygiene instruction to promote good dental hygiene at home.

2. **Office Policies: How our office runs**
Cleanings and root planings are performed by our Registered Dental Hygienists. One full hour is allowed for adult dental cleanings. More time may be allotted for more complex procedures. We ask that you allow enough time in your schedule to accommodate your dental appointments.

The doctor will always conduct the examinations.

Although our office is committed to seating you at your scheduled appointment time, as in any service-oriented environment, things can and will happen that may put us behind schedule. Please be advised that you may reschedule your appointment if we are running behind and it is an inconvenience for you.

Our office requires 48 "business hours" notice for rescheduling or canceling an appointment. If adequate notice is not given, there may be a charge for the missed appointment of $75 or 15% of the appointment fee, whichever is greater. If you are going to be more than 10 minutes late, please call us to be sure that we can still see you. Please be advised that we may need to modify the treatment for that day or reschedule.

Our office hours are by appointment only. Please call before coming in without an appointment. This will ensure a shorter wait time before you are actually seen.

3. **Financial Policies: What is due and when?**
Your patient portion for each visit is collected at the time services are rendered. We will bill your insurance (if applicable) as a courtesy, but please be aware that you are responsible for any amount not collected form your insurance company. For your convenience, we accept cash, checks, Mastercard, Visa, Discover and American Express. We do offer other payment plans through different finance companies, on approved credit. We do require a credit card to be kept on file for any unpaid balance over 60 days.

Please sign and date below to acknowledge that you have read and understood the above policies and procedures. Please notify the front office staff if you would like a copy of the form.

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Signature of patient (parent if minor) Date