



WELCOME TO OUR PRACTICE

We would like to take this opportunity to welcome you to our practice. We look forward to helping you achieve optimum oral health. We are aware that for many people, dental treatment creates a stressful situation and every effort will be made to make you comfortable during your appointments. If there is anything we can do to help you in this regard, please feel free to bring it to our attention.

APPOINTMENTS

Our office staff strives very hard to keep on schedule, as we know that your time is valuable. It is therefore essential that you arrive on time for your appointments so that we may continue to be punctual for all of our patients throughout the day. As a courtesy, reminders for all dental appointments are sent two business days in advanced and **MUST** be confirmed **two** business days in advance. Any short notice changes within two days of the scheduled appointment, incur a **\$100.00** rescheduling fee. **Please initial here.** _____

FINANCIAL ARRANGEMENTS

Fees for services are due at the time of the visit for any portion that may not be covered by an insurance plan. A deposit is mandatory for dental work that requires a lab bill. For example; Crowns, Bridges and Appliances. **No payment plans. Cash, debit, cheque, Visa and Mastercard are all accepted.**

INSURANCE PLANS

Dental plans are contracts between the insurance company, the employers and the employees. Your insurance company may qualify for **Assignment Billing**. As a courtesy, our office can directly bill your insurance company and will only charge the estimated payment for the difference from the patient. Any shortfalls are 100% responsibility of the patient. We ask that patients return insurance claim forms promptly with required signatures so that we can submit to insurance companies in a timely manner. Any delay in receiving insurance claim forms will result in **Non-Assignment Billing**. We do our best to find out any details we can with regards to your plan: however due to the Privacy Act, most insurance companies deny dental offices from seeking patient's insurance information. Therefore, as the patient, you are responsible to inform us of any changes to your plan as well as the details of your coverage. For example, not all insurance policies will cover the full cost for white fillings on molar teeth.

We take no responsibility for any fees that are not covered by your plan.

Your questions and comments are welcomed by all our staff, so please feel free to bring them to our attention.

Please sign to confirm that you have read and understand our office policies.

Signature : _____

Date:: _____