

Traverse Dental Associates Office Policies

Appointments:

We do our best to see you at the time reserved for you. Please let our receptionist know if you have waited 10 minutes past your appointment time. If you arrive more than 10 minutes past the time reserved for you, we may have to reschedule that appointment so that we can keep our 'on time' commitment for the patients scheduled after you. If you should find it necessary to cancel your appointment with our office, we do ask that you contact our office during regular business hours at least 24 hours prior to your appointed time. As our office does reserve time specifically for your appointment, we have the following policies when you do not keep that commitment:

- When you do not show for your appointment or cancel your appointment with less than 24 hours notice, your patient chart will be noted and we may send you a letter stating that our records reflect the above.
- Multiple occurrences of the above may result in dismissal from our practice.

Financial policy:

We will gladly file a claim to your dental insurance company for the services rendered in our office. Most insurance companies pay us directly for the covered benefit. In those cases, only the amount estimated to be your portion is due at the time of service. We do our best to estimate your insurance coverage but, ultimately, you are responsible for the full amount of the charge for services. Your insurance coverage is a contract between your employer and the insurance company and those terms are subject to change without notice to us. If you would like a pre-determination of benefits from your insurance company, we will happily do that upon request from you.

For those having insurance that pays the patient directly, or those without dental insurance, the full amount is due at the time of service.

For patients needing financial arrangements, please speak with the Practice Manager *prior to your appointment* to discuss options including some interest free finance options. If your account is past due, we reserve the right to charge an annual interest rate of 18%, equal to 1.5% of the monthly past due balance.

I have read and been offered a copy of these policies:

Signature

Date