

Office Policy

We have established the following policies to better serve our family of patients. If observed, these policies will allow us to provide you with the following benefits:

- We will be able to stay on schedule and see patients at their appointed times.
- We will be able to offer appointments when you want them, even on short notice.
- We can better accommodate people with busy and unpredictable schedules.

Please check each box to indicate you have read and understand these policies.

Cancelled/Missed Appointments

1. I understand that I must give at least 48 hours notice if I must cancel an appointment. This will allow us to offer this appointment time to other patients who may need it. We understand that emergencies do arise and that 48 hours notice may not be possible. Please do your best to inform us as soon as possible.
2. I understand that if an appointment is missed without prior notice I will be charged \$35 per half hour for a scheduled appointment.
3. If I am more than 15 minutes late for an appointment, it may not be possible to be seen that day and I will be charged \$35 per half hour of your scheduled appointment.
4. The executive scheduling system is for patients who find it difficult to schedule appointments in advance. These patients may call us on the day they are available and we will accommodate them in the day's schedule if possible. Also if we have an opening on a given day, we will call these patients to offer them the appointment. We may also place a patient on executive scheduling if we notice a pattern of short notice cancellations or no-shows.

Financial Policy

1. Payment in full is due at the time of service unless arrangements are made in advance.
2. We will gladly accept assignment of benefits for your insurance if:
 - a. We have all insurance information such as group number, insurance company address, social security numbers and birth dates of patients, and full time student status (if needed).
 - b. Estimated patient co-payments are paid at the time of service.
 - c. The insurance company will assign benefits to us. Note: several insurance companies will only reimburse the patient. In this case, cash payment would be due in full at the time of service. These companies will usually reimburse the patient within 30 days.

Payment Options

1. Payment in full is due at the time of service in cash, check, VISA, Master Card, Discover Card, American Express.

Any of the following options must be arranged and signed for in advance to appointment:

2. Payment of the estimated co-pay at the time of service.
3. If a procedure involves multiple visits, ½ of the patient's payment is due at the start of treatment. The remaining balance can then be divided over your remaining appointments. **FINAL PAYMENT DUE UPON COMPLETION OF TREATMENT.**
4. If a patient needs to extend payments beyond the end of treatment, we can help you fill out an application for a finance company – which offers up to one year of interest free payments. Please ask us for more details.

By signing this, you acknowledge that you've read, checked, and understand our office policies.

Patient Signature: _____ Date: _____