



Appointment Policy Agreement

Main Street Dental is dedicated to your quality care and is pleased to reserve your appointment time exclusively for you. We attempt to schedule appointments that are most convenient for you and that fit your personal schedule.

We respect our patients time and make every effort to remain on schedule. Some visits are more complicated than initially anticipated, and emergencies may arise that could possibly delay us. In such a case, every effort will be made to notify you beforehand.

Because we reserve time exclusively for each patient, we ask that you make every effort to not change your reserved dental appointment. If you find that you cannot keep your scheduled appointment, we require a minimum 24 hour notification. This allows your reserved time to be made available for other patients in need of treatment. To notify us of any change, please call our office during business hours.

We understand that there are unforeseen circumstances that cause reserved appointments to be missed without 24 hours notice; we certainly want to make provisions for this within our policy. In order to make this provision, as well as to maintain the most efficient schedule for all our patients, our Appointment Policy is as follows:

- As a courtesy, our staff attempts to confirm appointments one week before the scheduled date and time by the methods of text and email. If we do not hear from you, we will call you two days before the reserved time. If we do not hear back from you within 24 hours of your appointment, the reserved time will be cancelled and given to the next patient in need of treatment.
- Late arrivals cause schedule delays for those patients who arrive promptly at their appointment time. Late arrivals will be worked into the schedule if time allows or re-appointed to another day.
- Patients who don't show up for their appointment or reschedule without the required 24 hours notice will be required to supply us with a credit card to secure their rescheduled appointment. Main Street Dental will not place any charges on the credit card, so long as the rescheduled appointment is honored or rescheduled within the 24 hours prior to the new appointment day.
- Should the next appointment be broken without following the above guidelines, Main Street Dental reserves the right to charge a \$50 missed appointment fee per half hour scheduled.

To avoid raising our dental fees and allow for all of our patients to reserve appointment times when desired, we find it necessary to implement this policy. Thank you for understanding and respecting our time policy!



Financial Policy Agreement

We would like our patients to be informed of our office financial policy. We are committed to providing you with the best possible care. If you have dental benefits, we are anxious to help you receive your maximum allowable benefits. In order to achieve these goals, we need your assistance and your understanding of our financial policy.

We base our fees on our quality, expertise, time and service. We clearly list and explain all our fees during your treatment consultation. After your treatment plan is formulated, we will provide you with a written estimate of what your financial obligation will be.

To make your payment more convenient for you, we accept cash, personal checks and all major credit cards. In addition, we offer an excellent third party financial payment plan through CareCredit. Any portion of an account balance beyond 60 days incurs a service charge of 1.5% per month. Returned checks incur a handling fee of \$30.00.

We encourage anyone having temporary financial problems to contact us immediately so we can assist you in the management of your account. Any account over 95 days without prior the patient/responsible party/legal designate will assume any and all collection and/or legal fees incurred, in addition to the outstanding balance.

Our primary concern is your complete oral health. Nonetheless, we will be sensitive to your financial circumstances within the framework of sound business practices.

If you have any questions about the above information, please do not hesitate to ask us. We are here to serve you!

A WORD ABOUT DENTAL INSURANCE...

If you have dental benefits, you must bring proof of benefits and our accounting team will be more than happy to prepare all of the necessary forms for this important benefit. If you were not issued a card, please be prepared to bring in the following information.

- Insurance carrier name, claims mailing address and phone number
- Group/Plan number
- Subscriber name and birth date
- Subscriber ID Number / SS#

However, we remind you that your insurance is a contract between you, your employer and the insurance company, **not between your insurance company and our office**. We can make no guarantee of any estimated coverage, but we'll do our best to see that you receive your maximum benefits. Your bill is ultimately your responsibility should insurance not cover the expected amount due, or if your insurance fails to pay us

Please keep in mind that you are responsible for your total obligation should your insurance benefits result in less coverage than anticipated. Not all services are covered benefits in all contracts and some companies arbitrarily select certain services they will not cover.

COSMETIC DENTISTRY AND INSURANCE...

Cosmetic procedures are generally not covered by most dental insurance policies; however, partial benefits are often available if the teeth are broken or have previous dental fillings or crowns.