Practice Policies

- We require 24hr prior notice if you are unable to keep your scheduled appointment. We reserve the right to charge you a cancellation fee and/or dismiss you from the practice if you fail to comply with this policy.

- When we call to confirm our appointments, we ask our patients to confirm their appointment (by return phone call, e-mail, or text message) within 24hrs after receiving your confirmation notification. Failure to comply with this policy will mean you will be scheduled as an unconfirmed “stand-by” patient and you may or may not be seen if you show for your appointment.

- Medicaid recipients are responsible for a $3.00 co-payment for each visit to the dentist. The following are exempt from the $3.00 copay:
  1. Services for individuals under the age of 21.
  2. Services provided to Medicaid for pregnant women.
  3. Services delivered in a hospital emergency department.
  4. Services provided to residents of nursing facilities, intermediate facilities for mental retardation.
  5. Services provided to participants in a Community Alternatives Program.
  6. Services covered by both Medicare and Medicaid.

- There is a $30.00 fee for transfer or release of patient’s records; including x-rays.

- Children may not be left alone in the waiting room and may not accompany you to the treatment rooms/area. Please arrange for child care prior to your appointment or we reserve the right to reschedule your appointment.

- Only patients are allowed in the treatment area/rooms. If the patient is a minor, the parent or legal guardian will be allowed to accompany the patient to the treatment room, where the treating doctor will explain the diagnosis, planned treatment, and risks and benefits of the treatment. When it comes time to deliver the treatment to the patient, it will be at the discretion of the treating dentist whether they will allow the parent or legal guardian to remain in the treatment room for the remainder of the appointment.

- Parent, legal guardian or nursing home staff must remain at the office during treatment if the patient is younger than 18 or is a resident or in the care of a group home, assisted living facility, nursing home, or any other type of guardian care.

- Cell phone use is not permitted in the waiting area or operatories. Please step outside to use your cell phone.

- Food and beverage is not permitted in the waiting area or operatories.

- Smoking is not permitted inside or within fifty (50) feet of the patient entrance.

- Weapons of any type (guns, knives, batons, etc.), concealed or unconcealed are not permitted inside.

- Please be considerate of others when talking. Patients who talk loudly or use inappropriate language may be asked to leave.

I understand and agree to conform to the above practice policies.

Print Name: ____________________________________________ Date: ______________________

Patient/Legal Guardian Signature: ______________________________________________________