

Welcome to Southlake Family Dentistry

Thank you for entrusting us with your dental care needs. Our goal is to provide you with the quality care in a friendly, comfortable atmosphere and in the most timely manner possible. This information is designed to guide you through the rapidly changing worlds of medicine and insurance plans. **Please read carefully and sign at the bottom of the page indicating your understanding of our policies and procedures.**

General Office Rules

We believe your time is as valuable as ours. We do not overbook patients except in cases of emergency and we do our best to stay on schedule to avoid any delays to you. Please assist us in our efforts to stay on time in the following ways. **Please arrive on time for your appointment.** If you are more than 15 minutes late it may be necessary to reschedule your appointment for a later time.

If you are a new patient, please arrive 15 minutes early to allow for time to fill out necessary medical and insurance information. If paperwork was mailed to you in advance, please bring the completed forms as well as your insurance and drivers license to the office on the day of your appointment. Our receptionists are required to keep patient demographic information as up to date as possible. Please understand that we may ask you for any change of address or phone number on subsequent visits. This information helps us to better serve you.

Please realize that it is each individual's responsibility to keep track of appointments made. If you need to cancel an appointment, please give us 24 hours notice so that we may schedule another patient in the time slot reserved for you. On occasion you may not receive a reminder call, however, please realize it is each individual's responsibility to keep track of appointments made. **If you do not cancel your appointment 24 hours in advance, a \$35.00 fee may be charged (except in cases of emergencies or illness) and is payable prior to future visits.**

PAYMENT FOR ANY PROCEDURE OR PORTION OF A CHARGE NOT COVERED BY INSURANCE WILL BE COLLECTED AT THE TIME OF YOUR APPOINTMENT.

It is the ultimate responsibility of the patient to understand his/her insurance coverage. Our staff cannot call your insurance company at the time of your visit to obtain information about your benefits. Insurance policies may change and/or insurance company representatives to not always give us correct or consistent information. **In the event of denials, errors, or non-covered services, the patient is responsible for all services rendered.** As a courtesy to you, we will file your primary insurance claims. Patients are responsible for their co-payments and/or deductibles at the time services are rendered. If your account becomes past due, we will take necessary steps to collect this debt. If we have to refer your account to a collection agency or lawyer, you agree to pay any and all of the collections costs, lawyer fees and court cost incurred.

We thank you for understanding our financial policies. This has become necessary in order to continue to accept insurance plans without having patients pay the balance up front and then wait themselves for reimbursement from their insurance company. Our goal is to make your visit with us pleasant and professional. If you have any questions, please feel free to ask our staff for assistance. Thank you again for choosing us for your care.

Patient/parent/Guardian

Date