

## Missed Appointment Policy

We at Sweet Smiles Family Dentistry try to give all our patients a 48 hour courtesy confirmation call prior to their scheduled appointments. This is not a requirement, and you are ultimately responsible for showing to your appointment on time. In case of phone number change, disconnection, or no number on file for you, it is then your responsibility to call our office to confirm you will be at your appointment. All patients must confirm their appointment 24 hours in advanced to hold their appointment times.

Sweet Smiles Family Dentistry has a strict policy regarding broken appointments. If you break an appointment action will be taken, up to and including being released from our care. We require 24 hour cancellation notice. If circumstances arise where you are not able to do so, please contact us as soon as possible. All missed appointments are noted in your account. After two occurrences you will be released from our care.

We expect all patients to show up to appointments in a timely matter. After notifying our staff that you are here, you will be checked in and required to stay in the building.

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Please sign that you have read the above, and that you adhere to the policies

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Date

## Office Financial Policy

Payment is expected at the time of service. We will accept cash, check, or credit card. Check accepted with valid driver's license only. There will be a \$25 service charge for a returned check.

We accept insurance. We will file your claims at no charge. It is the patient's responsibility to provide us with current insurance information.

If any payment from an insurance company becomes 30 days past due, you will be immediately billed for the entire balance.

We will file pretreatment estimates, AT YOUR REQUEST ONLY. Please be aware that some insurance companies may not honor a pretreatment estimate or may alter it. In all cases it may delay important dental care.

Not all services are covered by insurance. In the event your insurance plan determines a service to be "not covered" you will be responsible for the complete charge. Our staff can never guarantee your eligibility and coverage.

Insurance limitation and regulations vary with all insurance plans. Therefore, if your insurance plan denies a service, you will be responsible for the complete charge. We do not base your treatment plan on what your insurance plan covers or doesn't cover. We are working for you, not the insurance company.

Past due accounts may be turned over to a collection agency. Any fees incurred due to this, will be added to the outstanding balance. This may include late fees, collection agency fees, court fees etc.

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Date