



## Valley Pediatric Dentistry

### OFFICE POLICIES

It is the policy of this office to inform parents/guardians of all procedures planned for your child. Each New Patient & Recall Examination appointment consists of oral hygiene instruction, cleaning of the teeth, fluoride application, x-rays if needed, and examination of all teeth, soft/hard tissues of the mouth, and the bite. *Any other treatment needed such as sealants, fillings, caps or extractions will be performed at a separate visit after obtaining your permission.*

### FINANCIAL POLICY

**INSURANCE BENEFITS:** It is the sole responsibility of the insurance policy holder to understand their coverage and benefits, including deductible, plan maximum, and coverage details. As a courtesy, this office will assist in the filing of insurance claims and preparation of estimates for each appointment, however, it is very important to understand that **insurance plans often do not cover all services and do not always disclose this information to the provider.**

Payment is expected at time of service. It is your responsibility to inform this office of any changes in insurance carriers, address, or phone number. Please remember that treatment estimates are just that—estimates. These estimates can change, and this office cannot be held responsible for 100% accuracy of estimates.

Any account that is 90 days past due is subject to being sent to collections, and the responsible party will be held responsible for any collection and/or attorney's fees.

### LATE CANCELLATION AND MISSED APPOINTMENT POLICY

We understand that occasionally circumstances arise that prevent patients from keeping their appointments. However, our office policy is to give 24-hour notice for proper cancellation of appointments. A missed, no show, or appointment cancellation without 24-hour notice is subject to a \$50 fee per child. If this occurs more than 2 times/year, then termination of the doctor-patient relationship will result. In addition, if you are more than 10 minutes late to your scheduled appointment, we reserve the right to reschedule your appointment for another day.

As a courtesy, we send out email reminders and/or provide a phone call or text message prior to the appointment you have scheduled. These reminders are just a courtesy, and if for some reason you do not receive these reminders, charges will still apply if the appointment is not kept or cancelled properly. Thank you for your cooperation.