

**Welcome to our practice.** We appreciate you trusting your dental care to us. We will do everything possible to make your visit pleasant. Below you will find our financial policy and payment options. If we can be of service in helping make your financial arrangements comfortable, please feel free to ask.

### **Financial Policy**

Full Payment is expected at each visit. We will file dental insurance as a courtesy. However, any patient co-payment and deductibles are due each visit. If your insurance has not paid within 45 days, you will be held responsible for the full balance. Please understand that the co-payment you make is only an ESTIMATE based on the percentage information that your insurance has provided us with. They will not tell us exactly what they will pay for each service. Due to the undetermined amount of time involved in liability cases (accidents), we ask that payments be made at the time of your visit. We will work with you to provide that information necessary to file to the insurance company. Treatment fees quoted are valid for 30 days.

### **Cancellation/ No Show Policy**

We kindly ask you give as much notice as possible or a 48 hour advance notice if you are unable to keep your scheduled appointment. We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. To ensure availability is managed appropriately, it is necessary for us to have a policy of a 48 hour advance notice for all appointment cancellations to allow Dr. Sutherland maximum availability for her patients. Failure to cancel an appointment within 48 hours may prevent another patient from getting much needed treatment and can result in a \$75.00 per scheduled hour late cancellation or missed appointment fee. This charge will be patient responsibility and cannot be covered by your insurance company.

### **Payment Options**

You may pay in full with cash or check. A courtesy discount of 10% will be given if the balance is \$1000.00 or more and payment is made by cash or check. You may pay with American Express, Visa, MasterCard, Discover, or bank debt cards. We also accept Care Credit. Care Credit is a financing program that offers 6 months financing at 0% interest and 24 months financing at 14.90% interest until paid in full for qualifying applicants. Ask our staff about application details. Care Credit is also accepted at many local medical facilities in the surrounding areas as well.

If none of the above options meet your needs, you may complete your dental treatment in several visits (if possible) and pay as the treatment is complete.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_