



Office and Patient Policies

Integrative Family Dentistry would like to thank you for allowing us to be your dental provider. We are pleased to meet any dental needs you or your family have. We will **always** do our best to give you the most up to date and professional care available. Unfortunately, we can do this without the full cooperation of you the patient. We will provide a caring, comfortable, and soothing environment to create a positive dental experience. To avoid any confusion, we have listed below some of our policies.

OFFICE POLICIES

- 1) Integrative Family Dentistry will do any and everything in its power to make sure that the patient receives the best treatment and service possible. **THAT IS OUR GUARANTEE!**
- 2) All children under the age of 18 must be accompanied by adult; regardless of whether or not they are a patient of record.
- 3) Broken appointments are very costly and inconvenient for both the office and the patient. Integrative Family Dentistry would greatly appreciate a courtesy call at least 24 hours prior to your appointment time. We also understand that emergency do take place so we will allow for **one** broken appointment before administering a broken fee of \$50 per broken visit. If a patient accumulates three broken appointments then that patient will be dismissed from our practice.
- 4) Tardiness is also very inconvenient for both the office and the patient. If you are more than 15 minutes late for your appointment, you may be rescheduled for another day, but this will be considered a broken appointment.

FINANCIAL POLICIES

- 1) The agency authority will establish and maintain a formal mechanism for determining fees schedules for services rendered by the area authority and its contracted agencies as specified in GS 122C-146. Every reasonable effort will be made to collect appropriate reimbursement for cost in providing services from individuals or entities able to pay, including insurance and third party payers. Services shall not be denied an individual based on their inability to pay. Discrimination shall not be made based on race, color, religion, gender, age, disability or national origin.
- 2) The agency authority will obtain financial information from the consumer during the initial contact at the time of the screening. The information will then be passed to the entity responsible for the intake. During the intake, the consumer's financial information will be verified to determine the financially responsible party (consumer, parent, spouse or guardian); eligibility for Medicaid, employee-employer group policy or other third party coverage. Based on the information obtained, the consumer will be charged the appropriate fees. Insurance coverage will be verified by calling the insurance company while the consumer is present and the agency will file your dental claim with your insurance company.
- 3) If patient would like insurance to be filled he/she must provide valid insurance card, regardless of insurance type, and valid identification.
- 4) Insurance users will need to pay deductible and co-pay or any portion not covered by your insurance company is due a the time of of service.
- 5) Fee for service patients will be responsible for full payment on the day of treatment.

6) Nonpayment will result in involvement of collection agency and in those circumstances patient will be responsible for cost of collecting any debt owed on said account, which can include attorney's fees and late fees.

PATIENT POLICIES

Patient agrees to have any and all dental treatment performed by Integrative Family Dentistry, except in the case of emergency or if Integrative Family Dentistry refers patient to specialist for treatment.

By signing below you have read and understood our Notice of Privacy Practices that is posted in our waiting area. A copy of this agreement is available upon request. Feel free to ask our staff if you have any questions.

Signature _____ Date _____
Patient or Guardian

Relationship _____