

Our Expectations:

Scheduling

When scheduling appointments, we expect you take make all attempts to keep your reserved appointment day, date, and time.

If unexpected events interfere with your appointment, we expect you to call and cancel your appointment with at least 48 business hours notification. However, if you can give us even earlier notice, we appreciate it so that our scheduling team can have ample time to offer your appointment to another patient. We do have voicemail for you to leave a message outside normal business hours.

If you are unable to give us 48 business hours notification, a non-refundable **\$50.00** fee with be charged to your account. You will be notified of this via mail.

We will always provide a courtesy reminder phone call prior to your appointment(s).

Emergency situations will be taken into consideration. Please notify us if you have an emergency situation arise.

Financial

We expect full payment at the time and day of your service.

We accept Visa, Mastercard, Discover, American Express, Care Credit, cash, check, and money orders.

We do offer pre-payment options that allow you to “bank” your cash with us like a savings plan prior to your treatment.

*****Insurance estimates are provided as a courtesy. In the event that your insurance plan pays less than anticipated, you are responsible for any unpaid balance.***

Some materials used for your treatment may be produced by an outside lab, we will do our best to let you know if we anticipate any additional fees. We see this occur most frequently with gold crowns, if this is a concern for you, please ask the dentist about your material options.

In the event that you are referred to a specialist additional fees will be due at their office, please contact them regarding their financial policies.