

OFFICE POLICY STATEMENT

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To Our Valued Patients:

We have four important office policies to benefit all of our patients. We believe that these policies will prevent misunderstandings regarding our mutual expectations. Please read them carefully, and if you have any questions feel free to discuss them with one of our staff members. If these policies are acceptable to you, and you choose our office as your dental care provider, please indicate by signing this form below.

1. Appointment Policy:

We ask that you take your scheduled appointment times very seriously. When you schedule an appointment with us, that time is blocked off and "reserved" for you. This is why we have a confirm or cancel policy. We will call you the day prior to your appointment and speak directly with you at home, work, or by cell phone. If you are not at home we will leave a detailed message with the appointment time, date and persons name for which the appointment is for. 8am appointments **must** be confirmed by 5pm the day prior. Please return our call to confirm your appointment. If it is after hours please leave a message on our answering machine. If you have asked us not to call or leave messages, we ask that you please call us letting us know that your scheduled time is still suitable for you. We assume if we do not hear from you that you are unavailable to come. "Life happens" and we understand that. Schedules change, sickness and other incidents come up that make it necessary for appointment changes. If we know in advance we are able to avoid un-kept appointments and avoid charging you a **\$28.00** broken appointment fee. We ask you to give us 24hrs notice; however, we would appreciate as much notice as possible. Daily we have patients with dental emergencies. We do our best to fit them into our already busy schedule, knowing your time is now available; will allow us to fit them into our schedule without double booking.

2. Treatment Policy:

It is always in your best interest to complete any course of treatment that we begin. Incomplete therapy can lead to complications and misunderstandings. Incomplete treatment may also lead to tooth loss and progression of disease. Upon your initial visit to our office (excluding emergency visits and consultations) a treatment plan will be prepared for you. The plan will include short and long-term recommendations. Long-term treatment plans may take years to complete and are usually staged according to your personal goals and finances. Short-term plans however are those that Dr. Perry feels are medically necessary to maintain a "minimum standard of care". These goals should be treated in a very timely manner. Regular 6 month checkups are the standard of care and how we maintain overall good oral health. Dr. Perry and the clinical team are here to keep your mouth healthy, but it's a team effort... we can't do it without you.

3. Commitment to Your Health:

Even the highest quality dental work requires proper home care. We expect our patients to care for their dental work as they have been instructed. This will ensure maximum longevity of restorations, teeth and supporting structures. In the event that a patient does not honor our office policies, and maintain their oral health through keeping scheduled appointments, regular checkups and home-care, we will not be responsible for any treatment or prosthesis that becomes broken and or unseemly.

4. Financial Responsibility:

Our staff is committed to providing you with the best technology, professional skills, judgment and care when performing your dental treatment. It is the policy of this office to receive payment in full for services rendered at the time of each visit. We accept payment in many forms such as cash, check, MasterCard and Visa. If you have dental insurance, you are asked to pay the estimated patient portion including any deductibles or account balances at the time of each visit. We will call on your behalf to get your benefit breakdown and will estimate your portion by the general information given to us. This is not a guarantee of what they will pay. You may have an additional amount due after we receive payment from your insurance. We do not offer any in house financing after treatment has been provided. If your procedure takes more than one visit to complete, your payment must be complete by the time of delivery. As a courtesy to our patients with dental insurance, we are happy to file your dental claims at each visit. Some insurance plans pay only the patient, not the provider. In these cases we ask that you pay for your services on the day of your visit and you will be reimbursed by your dental plan.

Constant disregard of important priorities especially missed appointments can lead to frustration on everyone's part. Dental health is part of your whole body health, and should not be ignored. Patients who fail to respect our request of commitment to these issues may be dismissed from our office. Your health matters to us.

Print Name of patient _____ **Date** _____

Signature of Patient (Parent or Guardian) _____

Relationship to patient _____ **Are you the responsible party? YES** _____ **NO** _____

Print Name of Responsible Party _____ **Daytime Phone Number** _____