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OFFICE POLICIES

Welcome to our practice! We are pleased to have you as a patient and to be given the opportunity to be your partner in informed dental health care.

Referrals: The greatest compliment our patients can give us is the referral of their friend, loved ones and co-workers. We do not take the confidence you place in us lightly. We welcome new patients and promise to give them the same special attention and care you receive.

Telephone Calls: All patients are encouraged to call with any questions they have concerning dental procedures. Our staff is well-qualified to answer most questions. If a call requires Dr. Howard to speak with you, he will return your call at the earliest opportunity.

Emergencies: The office is closed on Sundays, Mondays, Wednesdays and Major Holidays. We reserve a limited amount of time each day to accommodate emergency patients so as not to infringe on the care of our scheduled patients. If you have a dental emergency please call our office as early in the day as possible. If you have an after-hours emergency simply call the office at (636) 441-6999 and leave a message which will be forwarded to Dr. Howard.

Appointments: We try to see all patients on an appointment basis and ask that you please call in advance so we can reserve the appropriate treatment time for you. Because we respect the value of your time, we make every effort to be on time for our patients and ask that you please extend us the same courtesy.

Appointment Confirmations: Our office will make confirmation phone calls or send a text message to each scheduled patient two (2) days prior to their appointment. If we are unable to speak to you directly to confirm your appointment, please pay us the courtesy of returning our call to confirm your appointment.

Rescheduling Appointments: Even the most organized person will occasionally need to reschedule an appointment. When rescheduling is necessary, please provide our office a minimum of 24 hours notice. This courtesy makes it possible for us to offer your appointment time to patients in need of emergency or more timely care. Failure to extend this courtesy may result in a cancellation fee of \$65.00 for same day cancellations and \$45.00 for less than 24 hours notice.

Diagnostic X-Rays: An oral evaluation warrants that we have recent diagnostic x-rays to detect decay, bone loss and hard tissue abnormalities on all patients. We will take a panoramic x-ray and bitewing x-rays **or** a full mouth series of x-rays on all New Patients to facilitate our initial evaluation. If you have a panoramic x-ray or full mouth series of x-rays that have been taken within the last three (3) years by another dentist, we will be happy to request those x-rays and save you the additional expense of taking new films. It be taken every three films. Panoramic x-rays will be taken every three years to evaluate bone health and bitewing x-rays will be taken annually to detect inter-proximal decay.

Continuing Care: A postcard will be sent to you one (1) month prior to your dental exam and cleaning or periodontal therapy appointment to remind you of your scheduled dental visit. If you did not pre-appoint for these services, you will receive a card notifying you that you are due for preventive of periodontal care and to please call for an appointment. Remember, preventive care is your best insurance against decay, periodontal disease, tooth loss and unnecessary expense.

Cosmetic Services: One of our greatest joys is helping patients achieve the smile of their dreams! It is amazing to us how much even the simplest of cosmetic procedures can elevate a patient's self-image and improve the quality of their life. Please feel free to express any interest you may have in enhancing your smile. We will be happy to share our recommendations, discuss your treatment options, quote a fee and explain financing options without pressure.

Financial Policy: Thank you for choosing our office for your dental needs. At Arrow Dental Care we make every effort to curb the cost of your dental care. You can assist us by booth keeping your appointments and by paying at time of service to cut down on billing costs. Of course preventing problems before they develop is the simplest and most economical way to maintain good oral health.

We realize that every person's financial situation is different. For this reason, we have worked hard to provide a variety of payment options to help you receive the dental care you need and deserve which allows you to enjoy a healthy, beautiful smile with respect to your budget. Dental treatment is an excellent investment in an individual's medical and psychological health. We are always available to answer your questions or assist you in any way we can.

To maintain practice operations and prevent potential misunderstandings, we ask patients to accept and adhere to the following financial policies regarding their dental treatment.

We offer several payment options:

- We accept payment by Cash, Debit or Credit Card.
- We accept MasterCard, Visa, American Express and Discover
- You will receive a 5% for pre-payment or payment in full at the time of treatment
- Extended payments can often be arranged through our healthcare financing partners
- All major treatment involving a laboratory procedure will require an appropriate down-payment
- Senior citizens (age 65 and older) will receive a 10% discount for pre-payment or payment in full at time of service.
- If your treatment plan requires several visits you will be given an written estimate of your financial obligation and asked to discuss and sign a definitive financial agreement with our financial coordinator.

Finance Charges:

Finance charges, at a rate of **.15%** per month, will be accessed any account that lapses 30 days without a personal payment.

As witnessed by my signature, I hereby acknowledge I have been advised of the Office Policies of Arrow Dental care, L.L.C.

Patient Name: _____

Please Print

Patient Signature: _____ Date: _____

The following are several ways in which we can be of assistance to you in managing the cost of your dental care.

- A treatment plan will be provided for you that explains all the necessary dental treatment you will need, as well as alternative treatment options available to you. The cost of treatment will be included. If you have dental insurance, we can estimate in advance the co-payment you will be responsible for at each visit.
- A treatment pre-authorization can be sent to your insurance company so you will know your total co-payment responsibility before your treatment begins.
- **Payment of all charges, or the applicable deductible(s) and Co-payment(s) are due in full the date treatment is rendered.**
- We accept Cash, Checks, Debit Cards and MasterCard, Visa and Discover Credit Cards.
- For patients needing a payment plan, we partner with Care Credit. This company offers low interest financing in the form of a medical credit card that can be used for a variety of services including dental care.
- We accept a variety of insurance plans, as well as Medicaid
- We will gladly bill participating insurance companies on the date services are rendered, as a courtesy to you. You are expected to pay your deductible(s), and co-payment(s) at the time service is rendered. Since Kentucky law requires that insurance companies pay claims within 30 days of receipt, any balance still owed on your account 45 days after the date service was rendered will be billed to you for payment in full. You are responsible for all charges incurred in your treatment regardless of any insurance coverage.
- Overpayment on an account will be refunded or applied to the next dental visit, as the responsible party's requests .
- Should your account become delinquent, in addition to the amount owed, you will be responsible for any fees incurred in the collection of your account, including collection agency fees and commissions, court costs and/or attorney fees.

I have read and understand the Office Policies of Arrow Dental Care, L.L.C..

Signature of Patient or Legal Guardian

Date