

TO OUR PATIENTS:

We would like to take this opportunity to welcome you to our practice. We feel that we can provide the best service for you if you are aware of our office policies concerning office hours, fee structures, dental insurance, payment arrangements, scheduling and failure to keep appointments.

OFFICE HOURS:

Monday 8:30-5:00, Tuesday 8:30-5:00, Thursday 8:30-5:00 and Friday 8:30-5:00

DENTAL INSURANCE:

Dental insurance is a wonderful benefit. We want to help each patient maximize insurance benefits! We will help by supplying claim forms with correct coding and any supporting documentation that is appropriate, including narrative reports, copies of x-rays and photos in an envelope with postage affixed, for you to simply drop in the mail. We make dental care financially comfortable. Our goal is not to let expense keep you from the quality care you deserve and desire.

FINANCIAL POLICY:

Payment is expected at the time services are rendered. We accept cash, checks, and all major credit cards (MasterCard, Visa, American Express and Discover). Third party financing is available through Care Credit and Capital One often at no or low interest rates for qualified applicants. We also offer a prepayment courtesy (savings) for advanced payment of proposed treatment.

SCHEDULING:

All appointments are scheduled in such a manner as to allow Dr. Mitchell to devote his entire attention and concentration to each individual patient. **We ask that each patient schedule their appointment at a time that is not only convenient but also possible to keep. Any time a patient fails an appointment, that time is lost forever.**

FAILURE TO KEEP APPOINTMENTS:

We realize that there can be unexpected circumstances to cause a failed appointment. However, we reserve the right to charge each patient for failed appointments. A broken appointment hurts three people... you, the patient who could have taken your appointment, and the staff that was waiting to serve you.

If we do not receive 48 hours (2 business days) notice of cancellation for an appointment, the charge will be as follows:

1. **A \$75.00 (seventy-five dollars) charge for a hygiene appointment.**
2. **A minimum \$100.00 (one-hundred dollars) charge for an appointment with Dr. Mitchell.**

Signed (Patient)

Date

Dr. Robert Mitchell, DDS, PA