

Galloway Dental

To Our Valued Patient,

Our purpose is to treat our patients as we expect to be treated. We have a responsibility to care for your health to the best of our ability. Missed appointments and failure to comply with recommended treatment schedules and/or procedures prevent us from achieving our goal of health for you. If you cannot keep your appointments and adhere to our treatment recommendations, we will not be able to continue treating you in good conscience. Therefore, the following policies must be agreed upon:

1. No-shows are not acceptable. Failure to make an appointment not only compromises your health but inconveniences other patients who may have requested an office visit during your scheduled appointment. If you cannot make an appointment (except in the case of an emergency) you are expected to call within 24 hours of your appointment to reschedule. There is a \$25.00 fee for all no-show appointments and this fee is not covered by insurance.
2. Timeliness is required. We know we have been guilty of this as well. We will be making scheduling changes so we will see you on time and get you out on time unless there is an emergency. We request that you be on time for your visits.
3. If you miss an appointment you must make it up. It is critical to your health to do so to avoid setbacks in the care and maintenance of your teeth and gums.
4. Insurance: Treatment recommendations are based on your health not on your insurance or lack thereof. If you have insurance it is your responsibility to be aware of what your benefits are. Remember insurance companies are not concerned about your health or well being – we are. We will provide you with an estimate of benefits; however you are fully responsible for any treatment performed. Your benefits are a contract between you and your insurance company. We cannot be responsible for what your insurance will or will not cover.
5. We run a Zero Balance office. We expect payment in full prior to or at the time treatment is provided. We have several financial options available for all of our patients. Please speak to Lynn if you have any questions. Prompt payment of your bill decreases our costs and helps us keep treatment more affordable to our patients.
6. Upsets. It is our company policy to ensure the satisfaction of our patients with the service and care they receive at our office. However, it is possible on occasion that there may be a misunderstanding or miscommunication between you and our office. We will try to make things right by you should an upset occur provided you bring it to our attention in an appropriate, cordial

manner at a time that we can give the matter the proper attention it deserves. You can expect that our staff will treat you with the same professional demeanor and efficiency as you would expect from them. Please see Lynn or Joan to resolve immediately any upsets you may have with our office or one of our team.

7. **Emergencies.** It is our goal to eliminate the potential dental emergencies you may have by providing care for you before it becomes a problem. In the instance that you do have an emergency we want you to be assured that we will take care of you. We will provide you with the next available emergency appointment. We do set aside time each day for emergencies.

We greatly appreciate your cooperation.

Yours in Health,

Galloway Dental

Patient Signature