

ADULT DENTISTRY

J BALLANTYNE

Dr. Robert L. Harrell

OFFICE POLICIES

Appointments

In order to provide you with the best possible service, you will receive a call from our staff several days in advance of your appointment to confirm. We do require verbal confirmation two business days in advance for dental hygiene appointments and one week in advance for restorative appointments in order to hold this reserved appointment time. In our office, business hours are Monday through Wednesday 8am –5pm and Thursday 8am – 3pm.

When scheduling time for restorative treatment with Dr. Harrell, we require a deposit to reserve your appointment. Our office administrator will arrange this with you at the time of scheduling.

At the time of your dental hygiene appointment, we will reserve time for your next professional dental cleaning and exam. We will call you as a reminder a week before your appointment. Reserving time in advance will help us provide quality care and service to our patients.

Changing an Appointment

We understand that our patients have many responsibilities that may affect their schedule. We must ask for mutual respect of each other's time. We will do our best to inform you of how much time will be needed for your treatment and commit to your reserved time. We ask that you respect our time and our other patients' time by keeping your reserved appointment. We have many patients that need treatment, and a waiting list for certain appointment times.

If you arrive late for your appointment, we will check our schedule to see if we have enough time to complete any or all of your scheduled treatment, without inconveniencing our other patients. We may need to reschedule that appointment. In the unlikely event that you repeatedly miss, arrive late, or cancel without proper notice, it may be necessary to place you on our short call list or release you from our care.

Dental Hygiene Appointments: Should an emergency arise and you need to reschedule a dental hygiene appointment, we require two business days advance notice to reschedule an appointment with no charge. In our office, business days are Monday through Thursday only. Appointment changes must be made by speaking with our office administrator, as we do not accept appointment changes on our answering service. If you are unable to give us adequate notice, so that we can offer that time to another patient in need of treatment, you will be subject to a \$50 cancellation fee. Due to the high demand for early morning and late afternoon appointments, we will be unable to offer you these times again, if you are unable to give us sufficient notice.

Restorative Appointments: When you reserve time with Dr. Harrell for treatment a deposit will be taken. Should you need to reschedule a restorative appointment, we require one weeks advance notice to reschedule an appointment with no charge. Appointment changes must be made by speaking with our office administrator, as we do not accept appointment changes on our answering service. If you are unable to give us adequate notice, so that we can offer that time to another patient in need of treatment, you will be charged a broken appointment fee of \$50 per 30 minutes scheduled with Dr. Harrell. Due to the high demand for early morning and late afternoon appointments, we will be unable to offer you these times again, if you are unable to give us sufficient notice.

Payment

We accept full payment in cash, check (with verification), Master Card, or Visa at the time of service. If you have dental insurance, we will prepare your claim form as a courtesy to you, which you may then file with your insurance carrier. Your insurance carrier will reimburse you directly. We have found that most patients are receiving their insurance reimbursement within two to three weeks, usually at about the same time that their credit card statement arrives. This policy enables us to provide you with only the highest quality dentistry, and unsurpassed customer service.

For those patients with extensive treatment needs, we can offer other payment options. These options include a pre-payment plan and monthly payment plans. We will be happy to discuss these with you at your convenience.

Insufficiently funded checks will be subject to a \$30 handling fee.

I have reviewed the above policies and accept the terms stated:

Patient signature

Date