



It's About Expectations

We very much appreciate and value you as a patient in our practice. So that we may continue to have an excellent, mutually beneficial relationship, we would like to take this opportunity to reiterate our office expectations.

As a patient of our practice, YOU can expect US to:

- Greet you in a friendly, professional manner.
- Seat you as soon after your arrival as possible.
- Outline the cost associated with any treatment before beginning.
- Strive to perform comfortable and painless dentistry.
- Provide the most advanced dental procedures and materials.
- Explain the treatment being performed.
- Maintain a clean office.
- Sterilize all instruments and disinfect all treatment rooms.
- Do everything possible to make you feel welcome and comfortable.
- Treat you with the utmost professionalism and personal attention.
- Assist you in processing your insurance claims within (not to exceed) eight weeks.
- Remind you of your scheduled appointments a day in advance.
- Treat any friends and family you refer to us with the same friendly, personal attention.

As a patient of our practice, WE expect YOU to:

- Keep your scheduled appointments. We do require a *two business day notice* for any appointment changes to avoid a \$60 cancellation fee.
- Arrive on time for your appointments.
- If you have insurance, payment for services rendered is due at the time of treatment.
- If you do not have insurance, pay for your services at the time they are rendered.
- Provide us with current and accurate insurance information.
- Keep us updated regarding changes in your personal information, such as address and telephone numbers.
- Notify us of changes of your general health status, including any special needs that you may have.
- Brush and floss daily as recommended by our staff.
- See us regularly for exams and cleanings as recommended by our doctors and staff.
- Feel comfortable referring your friends and family members to our office.

Printed Name

Signature

Date