

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 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
- Remind you of your scheduled appointments two days 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 \$50 cancellation fee
- Arrive on time for your appointments
- If you have insurance, pay your estimated patient portion at the time services are rendered
- 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 number
- Notify us of changes in your general health status, including any special needs you may have
- See us regularly for exams and cleanings as recommended by our doctor and staff
- Feel comfortable referring your friends and family members to our office

Patient Signature _____ Date _____

*Please sign here if we can have permission to take a photo of your child to post on our in-office 'No Cavity Kids Club' board
