



Westerville

PEDIATRIC DENTAL

Practice Limited to Pediatric & Adolescent Care

Highlights of Our Office Policies

Scheduling Information

- Patients are seen by appointment only. Arriving on time makes it possible for your child to be seen as scheduled.
- Patients 5 and under are preferably seen during morning hours to allow for a successful dental visit.
- For school-aged children, we have a limited number of afternoon appointments available.
 - It may be necessary for your child to miss a portion of their school day. Dental appointments are an excused absence from school. A signed absence excuse for your appointment will be provided upon request.
- You are responsible for your scheduled time, but as a courtesy to you, we will attempt to confirm appointments at least three days in advance of your appointment.
 - In the event a message is left in your absence, we ask that you please call the office at 614-392-5911 to confirm that you have received your confirmation message for your child's appointment.
 - Also, we ask that you respond to your text or email notification. If you are not able to keep your appointment please call the office (614-392-5911) to reschedule.
- We reserve the right to charge for a broken or canceled appointment with less than 2 business days notice.
 - A **\$50 broken appointment fee per person** may be incurred if less than **two business days' notice** is given to our office.

Insurance and Payment Information

- For new patients: We require payment in full for new patient consults.
 - We will submit your insurance claim for the exam. If covered there will be a credit towards treatment needed or a refund given back to you.
- Payment at time of service is required.
 - The person bringing the child for their appointment(s), is considered the person financially responsible. We do not send statements to other parties.
- You are responsible for any amount that insurance is not estimated to pay.
 - **As a courtesy to you, we will submit your insurance claims on your behalf, but it is ultimately your responsibility to know your insurance benefits.**
- We accept VISA, MasterCard, Discover, Check, or Cash as payment for any uncovered portion of your child's visit.

I have read and agree to the above Office Policies.

Signature

Date