

Desert Springs Dental Information Regarding Our Practice

Appointments: We recognize the value of your time. We will do our very best to see you as promptly as possible. If there are any delays in your appointed time, our team will let you know right away. It is important that you come to your appointment at the scheduled time. If your schedule requires that you must leave your appointment at a certain time, please make sure to communicate that, so we can accommodate you.

Our Guarantee: We are proud of the work we do and are pleased to guarantee it. We give a five-year guarantee on treatment received in our office. We extend this guarantee to our patients that complete all recommended treatment and keep all recommended hygiene and restorative appointments.

Emergencies: Dental emergencies do arise from time to time. When they do, please call our office immediately. When we are out of the office you can call the doctors directly.

Billing your insurance company

As a courtesy to you, Desert Springs Dental is happy to file the forms necessary to see that you receive the optimal benefits of your coverage. However, we cannot guarantee any estimated coverage. Because the insurance policy is an agreement between you and the insurance company, we ask that all of our patients be directly responsible for all charges. Please know that we will do everything possible to see that you receive the maximum benefits.

If our office does not receive payment from your insurance company within 45 days of the date of service, payment in full is due immediately. Insurance companies are more prompt and responsive to their subscribers, not the dental office. For the best coverage it may be necessary for the patient/guardian to call the insurance company directly in order not to incur any additional fees.

Cancellations or Broken Appointments

We are able to extend a "no charge" fee to our guests who give us 48 working hours notice if unable to keep the scheduled appointment. A charge of \$95.00 may be made per patient for each shorter appointment that is not kept or not given adequate notice. **Appointments that have an hour or longer scheduled** and are cancelled without adequate notice, may have a \$200 cancellation fee charged.

Overdue Accounts

Any balance over 60 days past due will be subject to a 1.5% per month (18% per annum) finance charge. Guests will also be liable for any attorney fees incurred in collecting a delinquent balance. If an account is sent to collections, we will charge the account an additional 20%.

Patient Signature: _____ Date: _____