



# Patient and Financial Policies

## General Policies

Kindred Oaks Dentistry takes pride in providing high quality and efficient dental care to all of our patients. The following policies are in place to help us do so:

- Please arrive to your appointment 5-15 minutes early. This time is used to update contact information, medical histories, and discuss any changes in your treatment.
  - If you arrive more than 10 minutes late to your dental appointment, the appointment is considered as a broken and may be rescheduled as a courtesy to our other patients.
- Please give at least 48 hours' notice if you are unable to keep your appointment. Notice can be given by phone, email, and/or text to Kindred Oak Dentistry. A broken appointment not only affects our schedule, but removes an opportunity for another patient to receive the dental care.
  - A \$50 broken appointment may be charged due to your account when a broken appointment occurs.
  - If you are a patient of record and break two consecutive appointments without giving appropriate notice, you will not be allowed to rescheduled; and subsequently, may be dismissed as a patient of Kindred Oaks Dentistry.
  - If you are a new patient and you break your first appointment without giving appropriate notice, you may be dismissed as a patient of Kindred Oaks Dentistry.
- Once dismissed from Kindred Oaks Dentistry, emergency dental care will be provided for a period of 30 days after dismissal. This allows time for you to establish care with another provider. A dismissed patient will not be allowed to re-establish dental care at Kindred Oaks Dentistry for a period of two years.
- All information concerning broken appointments and/or dismissal will be documented by Kindred Oaks Dentistry staff in the patient's chart.

Please be aware that there may be some dental services that cannot be provided in our office. A referral to another provider will then be made. All efforts will be made to help facilitate you, the patient, with the referral; however, it is your responsibility to ensure that you receive or continue your treatment. Copies of your dental records will be forwarded to another provider by written request.

## Parents/Legal Guardians

Kindred Oaks Dentistry strives to promote a warm and inviting atmosphere for patients, parents, and children. Please review the following policies concerning patients under the age of 18 years old:

- A parent/legal guardian is required to be present during all appointments for patients under the age of 18 years old.

# Kindred Oaks DENTISTRY

- The parent/legal guardian that attends the appointment with the patient is financially and legally responsible for that appointment, regardless of arrangements that may have been set forth by a child custody agreement.
- The parent/legal guardian may be automatically escorted to the operatory with the child if the child is under the age of 4 and/or unable to effectively communicate their needs to the staff.
- All efforts should be made for children over the age of 4 years old and able to verbalize their needs to come back by his/herself.

Please note that other people being present within the operatory distract the provider and staff from focusing on the patient's needs and may negatively influence the safety of the patient and staff, infection control, and behavior management of the patient.

- Under certain circumstances, the parent/legal guardian may be asked to join the patient in the operatory. The admittance of another person in to the operatory will be at the discretion of the dentist.

## Financial Policies

Please review the following financial policies:

- Please bring your insurance card and identification card to all dental appointments. For expedited service, please provide your insurance information prior to your appointment so that verification of your benefits can be completed.
- Please familiarize yourself with your specific insurance benefits and notify Kindred Oaks Dentistry when changes occur. As a courtesy, Kindred Oaks Dentistry may file your insurance on your behalf; however, you, the patient, are ultimately responsible for the benefits and assigned by their insurance company.
- All payments are due at time of service. Kindred Oaks Dentistry will provide the most accurate estimate of your insurance coverage that they can provide. Please remember that this is only an estimate. Changes and/or deductions may be performed by your insurance company. The difference in which your insurance does not pay will be applied to your account and become your responsibility.
- If you have questions regarding your insurance and/or benefits, please contact your insurance provider for clarification.

Kindred Oaks Dentistry is committed to improving the oral health of our patients. Each patient will be instructed in proper oral hygiene techniques, such as brushing and flossing. Please practice these techniques at home, in addition too, attending your regular dental visits at Kindred Oaks Dentistry. We hope to make all our patients smile a little brighter!

I, the undersigned, being the patient (parent/legal guardian if under the age of 18 years old), consent to understanding the above guidelines are willing to abide by the same.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_\_