

**The Dental Center**  
**New Patient Information**

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**Payments and Appointments**

Dear Patient:

Welcome to our practice. Please take a moment to read over our office policies. Understanding these policies will allow us to concentrate on your dental work.

Your appointment is very important to us. When appointments are made, time is reserved specifically for you. We take extra steps to remind you so that you don't forget. If you are unable to keep your scheduled time, please contact our office at least 24 hours before the appointment. More than 3 incidents of less than 24 hours notice or completely missing appointments could regrettably result in the inability to schedule you at our office.

Diagnosed dental treatment needs are placed in your treatment plan. Before starting treatment, we will explain what will be done along with the associated costs. We will ask that you sign the treatment plan to document that you understand the service(s) and fee(s). A parent or legal guardian must accompany minor children to appointments to authorize treatment.

If you have dental insurance, we will assist you in determining your estimated co-payment for treatment; however, we cannot provide a 100% guaranty of insurance payments. The contract of insurance is between you and your insurance company. Each company is different, and the decision to pay is ultimately theirs. We will do our utmost to provide you with accurate estimates and will file your claim for you. You should contact your insurance company directly if you have questions regarding their estimation prior to treatment or payments for services rendered. If for some reason insurance does not pay what is estimated, you are responsible for the final bill. If you have insurance, the estimated co-payment is due the day of treatment. For patients without insurance, full payment is due the day of treatment. Should you require denture(s), partial(s) or crowns, full co-payment will be due at the first visit (which is the impression and when any associated lab work begins).

We accept Visa, MasterCard, American Express, Discover, personal checks, CareCredit, and cash for payment. There is a \$30 service charge for any returned personal check.

There are times when we refer patients to specialists for various advanced procedures (implant placement, selected root canals, etc). Please note that the specialist's payment policies or participation with your insurance may not be the same as ours. If you have questions regarding payment for their services, we encourage you to ask them prior to treatment.

These office policies are designed to keep our fees as low as possible. Our goal is to offer the best quality dental care to our patients. Please help us achieve our goal. We look forward to a long, happy relationship with you. Please do not hesitate to ask our staff for anything that might make your visit more enjoyable. We are all here for you.

Sincerely,

*Drs. C. Haganman, Stovie, J. Haganman, and Hingst*

I have read and understand the above office policies.

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Patient (or Guardian if patient is a minor)

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Date