

Adrian Guerra D.D.S.

429 Northlake Blvd., Suite 3, North Palm Beach, FL. 33408

OFFICE POLICY

It is our policy to appoint each patient an individual time for his or her dental work. This requires that each patient be on time for his or her visit. If you are late for an appointment we may find it necessary to reschedule you so that we do not inconvenience the remainder of the patients for the day.

On occasion, we may run behind schedule. This most often occurs from complications of schedule treatments or emergencies of family or friends of record. Please understand this is the nature of dental care and we will always try to accommodate you and your family. Should this occur, we will notify you as soon as possible, to give you the option of rescheduling or waiting for your appointment. Emergencies are always worked into the schedule as quickly as possible; however, we place our priorities with our appointed patients, with severe emergencies (only) superseding all else. If this does occur, please be patient, and realize you may one day have an overriding need for prompt care.

Patients that fail to keep an appointment and do not call in advance are causing other patients to wait for their treatment. **Therefore, if you fail to show for a scheduled appointment or fail to cancel with a 24 hour notice you will be charged \$50.00.** As a *courtesy* to our patients, we will attempt to call the day before to confirm your appointment time. However, the responsibility for keeping your appointment remains with you, the patient.

All Charges are due at the time of treatment, multi-step procedures are billed out as each procedure is begun, and may be paid for, as treatment progresses, in equal installments of the number of appointments anticipated to complete the procedure. We accept Visa, Master Card, American Express, Discover, Personal Checks and Cash. For patients with dental insurance, the office staff will file the claims for you, as a *courtesy*. **You are completely and solely responsible for any balances not paid by your insurance carrier as a result of co-pay, contractual limitations, maximums, etc.** If your treatment needs require you to set up a payment plan, let us know in advance. We will work with you to make keeping your teeth a realistic possibility. Otherwise all charges are due as treatment is rendered.

No new treatment will be initiated on patients if an account is past due more than 30 days. After 45 days, interest is charge (at 18% APR) from the date of payment due. Should it become necessary to refer an account to collections, I the patient and or responsible party will be held liable for the cost of collections and attorney's fees.

I have read the above "Office Policy", understand the terms discussed, and I wish to be considered as a patient for dental care.

X _____

Responsible Party/Patient

Date