



PROFESSIONAL RELATIONSHIP AGREEMENT

The Dentist-Patient relationship can be valued and relatively effortless for a lifetime. We strive to be the kind of place you look forward to coming to year after year and be here for you, should you have a time of dental need.

A few benefits we are pleased to offer are: a referral savings program, a cash and senior discount program for patients without insurance, participating discounts for Delta Dental, BCBS, and Cigna insurance plans, CareCredit financing; double hygiene appointments and an emergency line on the weekends. In addition you will receive several years of professional experience and a warm, caring approach from all our team members. We will help you understand your treatment and assist you in making wise decisions for your health and your budget.

A few things we need to ask of you:

- 1) **Please keep your appointments** or provide as much notice as possible for any changes. We don't wish to penalize our patients by passing on the cost of missed appointments, which runs around \$200, but we sometimes need to dismiss patients who do not respect this important aspect of a healthy office. At least two business days' notice is preferred; less than 24 hours may incur a \$50 fee.
- 2) **Please come prepared with your payment/copay**. Treatment fees are due at the time of service. We are able to provide an *estimate* for most services and, for patients with insurance, we are able to submit a predetermination of treatment for you. However, all fees are the patient's responsibility regardless of insurance and/or estimates. We trust that any amount due over the estimate will be paid upon billing. We are not able to finance outstanding balances. Any amount due not paid within 90-days will incur additional fees, be turned over for legal action, and the patient may be dismissed from the practice. We will do our best to help you avoid this situation by helping you understand your treatment and costs prior to scheduling, whenever possible.
- 3) **Please communicate your needs** and preferences to us. We wish to make your visits comfortable and complete your treatment in a timely manner to keep the small stuff, the small stuff. When extensive or expensive treatment is necessary, we may be able to help you obtain CareCredit to finance your treatment over 6 months with no interest, or longer if needed with interest. Delaying treatment will never make it go away; it will only get worse and more expensive. Ask us any questions and allow us to help you get the dental care you need. You'll be glad you did!
- 4) **Please understand** we are here for you in times of emergency, however, visits after hours or on weekends will incur additional fees. You can reach us via our emergency line and we will do our best to schedule you within the next business day/week. Most urgent needs can be taken care of within a normal work week.

We hope this notice helps clear up a few common questions. We are always happy to listen to your concerns and receive your feedback. Please sign below to confirm that you understand and agree to our professional relationship.

Signed by Patient or Representative

Date