

Office Policy/ Financial Agreement
For Dental Office of
Jennifer G. Robb, D.M.D.

- You agree, in order for us to service your account, which includes but is not limited to: appointment reminders, information about treatment, insurance, or payment; or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide to us.
- Payment in full is due on the date of service. For patients who have dental benefits, your portion (copayment) is due on the date of service.
- Payment methods: Cash, Check, Money Order, MasterCard, Visa, Discover, CareCredit
- Patients or Responsible Parties are responsible for up to the full dollar amount of treatment. Though we do submit claims to your benefits carrier as a *courtesy*, we cannot guarantee payment by the dental benefit company and are not responsible for the charges if payment is denied. Of course, we will do all we can to assist you in obtaining the benefits due to you.
- In the event your dental benefits pay less than estimated, the balance is due 28 days from the date of the first billing statement.
- You are responsible for remembering your appointment and notifying us as soon as possible if you are unable to keep it. As a *courtesy*, we will provide a reminder call; however, if you wait until that call to change your appointment, we often cannot fill the time we reserved for you.
- We request 48 hours notice if you need to change an appointment. Unlike your medical doctor or large dental clinics, we do not double book. Each time is reserved for a specific individual so that we may provide individual service. Short notice cancellations or missed appointments means the time reserved for you is left unused.
- We reserve the right to charge broken appointment fees for unused time reserved for you. The fee is determined by the amount of appointment time lost. These fees must be paid before you may reschedule.

- We reserve the right to limit availability to our most popular appointment times if the patient has a history of broken appointments.
- If your dental claim goes to 90 days after date of service without a payment from your benefits carrier, the full amount reverts to the patient or responsible party for payment. We will provide you with one copy of the dental claim at no charge for you to pursue the claim through your carrier should you wish to do so. Additional copies of the claim or mailings from our office after that 90 day window will be charged to the account.
- Any overdue amounts or amounts in collections must be paid in full before any new treatment will be started.
- For any dental treatment that has a dental laboratory component, your case will not be sent to the dental laboratory until your portion has been paid to the office. Final payment is due within 28 days of the date the final restoration is returned to the office. Dr. Robb's office is not responsible for any additional fees that result from additional procedures made necessary by delayed payment or delaying the final appointment in the series. These delays may result in additional cost to you.

Signature & date

Please ask office staff to copy for your use if needed!

Page 2 of 2