



Financial Responsibility and Appointment Cancellation Policy

Our goal is to provide exceptional customer service and excellent dental care with both a professional and personal touch. In order to do so, we want to make certain our policies are clear and understood by our patients.

Financial Responsibility

Payment is due at time of service. We accept cash, checks, Visa, Mastercard, Discover, American Express, debit cards, and HSA credit cards.

There will be a minimum of 30% down payment at the time of service for any dental procedure that requires the service of a laboratory (crowns, bridges, dentures, etc.)

Dental Insurance

New Patient Verification:

We make every effort to verify insurance information within 48 hours of your initial appointment. If we are unable to verify insurance benefits before the appointment takes place, you will be responsible for all fees until we are established with your insurance. You will be reimbursed if/when payment is received from insurance.

Established Patients:

If you have dental coverage, we will make every effort to submit the appropriate claim forms with your carrier and defer billing for that amount up to 60 days. We require up to date personal information including social security number, date of birth, and pertinent coverage information to properly file claims. We will also assist you in understanding your dental plan benefits.

If your benefit carrier denies coverage, or if we otherwise do not receive payment within 60 days from the date of services rendered, the amount will then become due and payable by you. Please remember that your coverage is a contract between either you and your benefit carrier or you and your employer's benefit carrier. Although we will make every effort to help obtain your benefits, we cannot guarantee your carrier will pay. You will be reimbursed if/when payment is received by insurance.

Appointment Cancellation Policy

We love seeing you! But, due to an increased number of last-minute cancellations, no shows, and the high demand on our time, we have found it necessary to implement a new appointment cancellation policy.

We require at least 24 hours notice for any cancellation or changes to your appointment.

Running Late?

Under most circumstances, patients more than 15 minutes late will be asked to reschedule. If you are running late, please call to let us know and make sure your appointment can still be accommodated.

Last Minute Cancellation or No Show?

1st Time – No worries, it's on us. We understand that things come up.

2nd Time – **\$50** Due. We hate you missed your appointment, but we must respect our other patient's time and need for appointments that could have been met otherwise.

3rd Time – **\$100** Due. We miss you, but our Doctors & Hygienists have been waiting...

4th Time – We hope we see you again, but you will need to pay a **\$75 reservation fee** to make your future appointments – this will be credited towards your appointment cost but forfeited if you cancel/reschedule with < 24-hour notice or no show.

If more than 2 hours will be needed to complete a procedure, we require a 30% non-refundable deposit to schedule your appointment. If your appointment is held as scheduled, the deposit will go toward your treatment. If the appointment is changed or cancelled less than 48 hours' notice, the deposit is forfeit and another deposit will be required to re-schedule.

Any changes or adjustments to this policy are at the discretion of Bryant Family Dentistry and may be on a case-by-case basis.

I acknowledge that I have read this form in its entirety and agree to the terms of Bryant Family Dentistry's attendance and financial responsibility policy.

Patient Signature

Printed Name

Date