

TO MY APPRECAITED PATIENT,

This year marks the beginning of many exciting updates in our office. In our effort to improve service and quality of care, we will be making some updates that will help us to help you improve and maintain your oral health. We will do this as quickly, efficiently, and inexpensively as possible.

We have a purpose in which all of us here at Auburn Dental believe in. That is helping people achieve and maintain a healthy mouth, and overall good health. We have a personal, professional, and ethical responsibility to care for your health to the best of our abilities. Missed appointments and failure to comply with recommended treatment schedules and/or procedures prevent us from achieving our goal of optimum health for you.

If you cannot keep appointments and adhere to treatment recommendations, we will not be able to continue treating you in good conscience.

Therefore, the following policies must be agreed upon:

1. No-shows are not acceptable. Failure to make an appointment not only compromises your health; but inconveniences other patients who may have requested an office visit during your scheduled appointment. If you cannot make an appointment (except in the case of an emergency), you are expected to call within 48 business hours of your appointment to reschedule. There is a \$50 per hour cancellation fee for no-show appointments. This fee is not covered by insurance. Payment will be expected prior to rescheduling of the scheduled services. If an appointment is not confirmed by e-mail, text, or a phone call, we will assume you are not coming, and your appointment will be removed from our schedule.
2. Timeliness is required. We will see you on time and get you out on time unless there is an emergency. We request that you be on time for your visits. If you are more than 10 minutes late, you may have to reschedule your appointment.
3. Cleanliness and infection control are the utmost importance. We have the latest sterilization technology and disinfect each treatment room after every patient. This is another important reason we demand timeliness of you and ourselves. We request that you brush your teeth prior to being seated in a treatment room. Toothbrushes, paste, mouth rinse and floss will be provided for you if needed.
4. If you miss an appointment you must make it up. It is critical to your health to do so to avoid setbacks in the care and maintenance of your teeth and gums.
5. Insurance: treatment recommendations are based on your health...not on your insurance or lack thereof. If you have insurance, it is your responsibility to be aware of what your benefits are. Remember, insurance companies are not concerned about your health or wellbeing- WE ARE. We will provide you with an estimate of benefits; however, you are fully responsible for any treatment preformed. Your benefits are a contract between you and your insurance company. We cannot be responsible for what your insurance will or will not cover.
6. We run a zero balance office. We expect payment in full prior to or at the time treatment is provided. There are several payment options available. If you have any questions regarding financing, please speak with one of our staff members.
7. In order to schedule an appointment with either Dr. Yount, we required 50% of the total patient out of pocket expense as a deposit and a signed financial agreement.

8. Our policy is to make your experience in our office an exceptional one. When we succeed, we would appreciate you telling your friends and family about our office.
9. **EMERGENCIES:** it is our goal to eliminate all of the potential dental emergencies you may have by providing care for you before it becomes a problem. In rare instances that you do have an emergency, we want you to be assured that we will take care of you. In order to do this, we would like to define what a true emergency is. Swelling, bleeding, severe pain that has kept you up at night or required medication, or a restoration in a visible area that falls out are all considered emergencies. If you have any of these symptoms, we ask that you call us right away. We will provide you with the next available emergency appointment. We do set aside time each day for emergencies.

We greatly appreciate your cooperation.
Sincerely,
AUBURN DENTAL

(PATIENT SIGNATURE)

(OFFICE SIGNATURE)