

Our Office Policies

Welcome to Redland Family Dental, We are honored that you have chosen us as your dental care provider. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner. In order to do this we ask that you allow plenty of time to get to the office for your appointment. You may be asked to reschedule your appointment if you are late. We will strive to stay on time. From time to time, a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

Scheduling Policy:

We strive hard to accommodate our patient's schedules. We understand that appointments sometime need to be changed, so we ask that you call 48hrs in advance if you cannot keep your scheduled appointment to avoid charges. All appointments are considered confirmed when made. We will send electronic confirmations ONLY so please make sure we have a current email or cell phone number on file.

Our office policy for a missed appointment is:

- If it is an appointment for a new patient, the appointment will not be rescheduled;
- Two (2) short notice cancellations (less then 48hrs) will result in Same day Policy
- Two (2) no-show appointments will result in dismissal from the practice.
- There is a \$25.00 charge for appointments cancelled without 48hrs notice, and a \$50.00 charge for failed appointments.

Financial Policy:

Patients are responsible for all charges resulting from treatment provided at Redland Family Dental. **All co-pays, deductibles and portions not covered by insurance are due at the time of service.** As a courtesy to our patients with insurance, Redland Family Dental will bill insurance carriers directly after each visit. Our office will do our best to work with your insurance carrier to provide you with an estimate of costs for treatment before being seen. This is not a guarantee of payment and you are ultimately responsible for all charges. It is your responsibility to make sure we have the most current up to date insurance on file. There will be a \$20.00 rebilling charge for any misfiles. For Minors, the parent/guardian who is present at the time of the appointment is financially responsible for the services.

Warranties:

Redland Family Dental offers a 1 year warranty on all services. Patients must be seen for 6 month routine check-ups or warranty is void. This allows Dr Spitze to check on all completed work.

Patient/Guardian Signature: _____ Date: _____