



PATIENT INFORMATION

It is our policy that we update your medical history at each appointment. Please bring an updated medication list with you. Please notify us of any changes. Patient information packets are typically updated every five years at the same time as your comprehensive exams. This will soon be available to do on our website for you to fill out prior to your appointment to save you time if you prefer.

HIPAA Policy

We value your health information and we do everything possible to protect your personal information. HIPAA provides protection of your health information.

APPOINTMENT COMMITMENT

We design blocks in our schedule to allow for the doctors and hygienists to do certain procedures at specific times. We developed this system to plan so that patients have treatment time options that best suit them and yet at the same time accommodate our team for longer procedures so that patients are not waiting on us. Please respect these times so that we can do the same for our patients.

COURTESY CONFIRMATIONS

With our new software we will be able to sync email and text confirmations if you choose. Our team can continue to phone as well. Please be sure to let us know your preference.

MISSED APPOINTMENTS

Missed appointments result in an inability to provide care to others who could have been seen in that time and increase the cost of care for others. We understand that life happens, but we ask that you call us 48 hours in advance if you need to cancel or reschedule your appointment. Multiple missed appointments will result in a dismissal from our practice.

PAYMENT FOR YOUR SERVICES

Payments for your services and products provided is required at the time of the service. This is not new, however we are enforcing it so we can better serve patients that value their own care as much as we do. Starting January 1st, 2016 payment plans will be offered through Care Credit Financing. This will better allow us to focus on your dental care and less on banking and collections. Please follow through with existing payment plans as previously agreed until your account is settled.

INSURANCE

We accept all insurance plans. We are contracted providers with Delta Dental, Blue Cross Blue Shield of Kansas and the Sunflower KanCare program. If you need help in determining what your plan covers our team is here to assist you or you can call the number on the back of your insurance card yourself. Insurances only give estimates and not guarantees.

RETURNED CHECKS

Checks returned as "Insufficient Funds" will be assessed a \$30 service charge.

LAB CHARGES

All orders for dentures or appliances are custom made. They require a minimum 50% deposit before they will be processed and the balance paid in full upon delivery.

BILLING STATEMENTS

Statements will be mailed every Friday for the treatment completed that week and will be due in twenty days. You will only receive one if you have not in the last 30 days. If an insurance claim is processing, the insurance estimate will show on your statement along with your patient portion separate. Every month end, we assess credits and refund patient's accordingly if insurance has closed.

FINANCE CHARGES & PAST DUE ACCOUNTS

A 10% finance charge is assessed on delinquent accounts. Accounts 60 days past due will be transferred to our collection agency for legal action.

MINOR CHILDREN

If a minor child comes alone for an appointment please call ahead to arrange for payment of their services and have their patient information paperwork completed ahead of time.

DIVORCED PARENTS

The person who brings a minor child to an appointment is responsible for paying for the services. Please understand, we cannot be responsible for collecting partial payments from another individual. Any court ordered agreement is between the divorced parties.