

**WELCOME TO NOWLIN DENTAL CLINIC
WE'RE GLAD YOU ARE HERE!**

PLEASE READ AND SIGN OUR POLICIES.....

1. WE UNDERSTAND THAT SOMETIMES THINGS COME UP AND CANCELLATIONS ARE UNAVOIDABLE. WE HAVE NO PROBLEM WITH CANCELLATIONS MADE WITH AT LEAST 24 BUSINESS HOURS NOTIFICATION BECAUSE WE CAN USUALLY FILL YOUR APPOINTMENT SLOT. IF YOU NO SHOW OR CANCEL YOUR APPOINTMENT WITHIN 24 BUSINESS HOURS YOU WILL BE CHARGED A BROKEN APPOINTMENT FEE OF \$25-\$100 (DEPENDING ON THE AMOUNT OF TIME ALLOTTED FOR YOU). THIS MUST BE PAID IN ORDER TO SCHEDULE AN APPOINTMENT FOR ANY PERSON ON YOUR ACCOUNT. **BECAUSE WE ARE CLOSED ON FRIDAY, IN ORDER TO CANCEL A MONDAY APPOINTMENT WITHOUT INCURRING A FEE, YOU MUST CANCEL BY NOON ON THE PREVIOUS THURSDAY.**

2. WE TRY TO ACCOMMODATE REQUESTS FOR LATE APPOINTMENTS, HOWEVER, THESE ARE LIMITED IN NUMBER. WE ARE UNABLE TO OFFER ANOTHER LATE APPOINTMENT IF YOU HAVE BROKEN A LATE APPOINTMENT IN THE PAST. WE WILL BE GLAD TO PROVIDE YOU OR YOUR CHILD WITH A WRITTEN EXCUSE FOR MEDICAL TREATMENT.

3. AS A COURTESY TO OTHERS, WE HAVE PROVIDED BENCHES IN THE FOYER FOR YOUR CELL PHONE CONVERSATIONS.

4. AS A COURTESY TO YOUR DR. AND HYGIENIST, PLEASE TURN OFF CELL PHONE SOUND AND VIBRATE.

5. DUE TO THE RISING COST OF BILLING, PAYMENT IS DUE AT THE TIME OF YOUR APPOINTMENT.

6. ONLY PATIENTS ARE ALLOWED IN THE OPERATORIES. THIS POLICY WAS IMPLEMENTED BECAUSE:

THERE IS LIMITED SPACE IN THE OPERATORIES

EXPENSIVE EQUIPMENT HAS BEEN BROKEN BY CURIOUS CHILDREN WHO WERE WITH THEIR PARENT OR SIBLING IN THE OPERATORY

WE STRIVE FOR A GERM FREE ENVIRONMENT IN OUR OPERATORIES. MORE PEOPLE MEAN MORE GERMS

IT IS DISTRACTING TO THE DOCTOR, HYGIENIST, AND THE PATIENT.

THE FOLLOWING PATIENTS MAY HAVE ONE PERSON WITH THEM:

CHILDREN 6 AND UNDER

PHYSICALLY OR MENTALLY CHALLENGED PATIENTS

WE UNDERSTAND YOUR CONCERN FOR YOUR LOVED ONE. THEREFORE ONE ADULT FAMILY MEMBER MAY ACCOMPANY THE PATIENT TO THE OPERATORY TO BE SEATED, RETURN TO THE RECEPTION AREA, AND THEN AFTER THE PROCEDURE, MAY AGAIN GO TO THE OPERATORY TO VISIT WITH THE DOCTOR OR HYGIENIST.

7. MANY INSURANCE COMPANIES ARE NOW REFUSING TO GIVE COVERAGE INFORMATION TO MEDICAL AND DENTAL OFFICES AND PREAUTHORIZATIONS MAY NOT BE ACCURATE. WE DO OUR BEST TO ESTIMATE HOW MUCH YOUR INSURANCE WILL PAY, BUT REMEMBER THAT **YOU ARE RESPONSIBLE FOR THE FULL AMOUNT OF TREATMENT EVEN THOUGH OUR ESTIMATE MAY BE WRONG.**

THANK YOU FOR YOUR COOPERATION WITH OUR POLICIES!

Patient or Parent

Date

01/16