**MG FAMILY DENTISTRY OFFICE POLICIES**

Thank you for choosing MG FAMILY DENTISTRY. In efforts to better serve you, we would like to take the time to explain the billing process at our office. Once you provide the office with your dental insurance, we call your insurance company and verify your benefits. The information we receive from your insurance company is only an estimation of coverage and not a guarantee. After you have been seen in our office, we will file your claim to the insurance company directly. If the insurance company does not cover the estimated amount in full, you will receive a statement in the mail and be responsible for the remaining account balance.

I have read and understand the billing process at MG FAMILY DENTISTRY.

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Patient/Parent/Guardian Signature Date

**PRACTICE POLICIES**

Our goal is to provide quality dental care in a timely manner. In order to do so we have had to implement a cancellation and no show policy. The policy enables us to better utilize available appointments for our patients in need of dental care.

**SCEHDULING FOR TREATMENT** We do require a credit card be put on file for any treatment scheduled other than cleanings. This card will not be charge unless our 48HR notice policy is not adhered to.

**48HR CANCELATION POLICY** In order to be respectful of other patients’ needs, please call our office promptly if you are unable to attend an appointment. We ask that you call 48 hours in advance to reschedule/cancel or we have the right to charge a $100 cancellation fee.

A “no show” is an appointment that was not cancelled in advance. No shows inconvenience other patients who need dental care. A no show for a scheduled appointment will result in a fee of $100 for every hour scheduled.

**LATE ARRIVALS** In an effort to serve our patients in a timely manner, we ask that you are on time for your scheduled appointment. In the event you are running late, please call the office. If you are more than 15 minutes late to your scheduled appointment, you may be asked to reschedule.

**EMERGENCY CARE** Patients are seen promptly at their appointment times. Occasionally, we will have to accommodate a patient in discomfort or in any other emergency situation that may affect your reserved appointment time. This courtesy is extended to you and all patients and we ask for your understanding when these unexpected situations arise. Out of respect for your time, we will keep you informed of such times. We thank you in advance.

I have read and understand the “Practice Policies”.

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