



Allen Family Dentistry, LLC

2675 Brickside Lane, Ste 100

Mt Pleasant, SC 29466

843-216-7488

Updated: December 13, 2016

BROKEN APPOINTMENT & CANCELLATION POLICY

Your dental health and well-being are very important to us and always will be. In order to provide the best care and to keep our fees down, we need our patients to show up to appointments on time or give **48 hours notice** if they will not be able to make an appointment. If you or a family member cancels **within 24 hours of a scheduled appointment time or fails to attend an appointment, a \$30 fee (per each hour of time reserved) will be added to your account.**

If a patient or their family members cancel within 24 hours of a scheduled appointment or fails an appointment **three or more times**, we will no longer be able to reserve appointments for you ahead of time in our schedule. If you reach that maximum number of cancelled or missed appointments, only same day appointments will be scheduled. When you need an appointment for a cleaning or need to see the doctor for a problem, please let our office know and we will call you in the morning when a spot is available that day. After three successful appointments made in this way we will again allow you to reserve appointments ahead of time.

When we schedule an appointment for a patient, we are reserving a chair and length of time especially for that person, as well as our staff members who are ready to care for them with their undivided attention. We look forward to building a strong dental relationship with you and hope that you understand that the intent of this policy is to be honest and helpful to all concerned.

FINANCIAL POLICY

Payment is required at the time of service.

We accept assignment of benefit payments from most insurance companies. However, all other estimated balances are due as agreed upon when services are rendered. We are always happy to help you by submitting your claims, but we can make no guarantee about your insurance assistance or payment. **If your insurance company delays payment 3 months beyond the treatment date, we will ask that you pay for the entire treatment and directly contact your insurance company to follow up on getting payment from them.** Please remember that your dental insurance is your responsibility.

Unpaid balances over 30 days will be due immediately and considered a delinquent account. **In the event that your account remains delinquent for 60 days or more, you will receive one last reminder letter asking for payment in full before your account will be automatically turned over to a collection agency.** In that event, you will be responsible for any administrative/legal collection fees.

For any returned check a \$30 fee will be added to your account and successful payment required.

We accept cash, check, and most major credit cards. We can also work with Springstone and Care Credit when a treatment plan is over \$300 to provide a payment plan to suit your needs. Qualification for credit with Springstone or Care Credit is required for any payment plan.

Sincerely,

Cory T. Allen, DMD
Chelsea B. Allen, DMD

I have read and understand the above financial policy. I am signing it voluntarily and agree to abide by its terms.

X _____

Date _____