

## **St. Marys Dental Center**

### **Financial, Cancellation and No Show Policy**

**Effective 1/25/2024**

#### **Cancellation Policy**

In order to be respectful to other patient's needs, please be courteous and call our office promptly if you are unable to attend an appointment that you have scheduled. Any appointment(s) not canceled within 48 hours (2 business days) in advance are subject to a cancellation fee. Appointments have a max of being rescheduled **THREE** times per family per year.

#### **No Show Policy**

Once an appointment has been made, that time is reserved specifically for you. A No Show is an appointment that was not canceled in advance. No Shows inconvenience other patients who need dental care and St. Marys Dental Center staff and scheduling.

#### **Fees for No Show/Cancellation Policy**

\$25 for the first no show

\$50 for the second no show

\$75 for the third no show.

**In the event there is a THIRD no show or rescheduled or canceled appointment per year, St. Marys Dental Center reserves the right to terminate the doctor/patient relationship.**

As part of providing you with excellent care, we will have an open and honest discussion of recommended treatment options. We understand the importance of your dental investment. Co-payments are due in full at the time of service. For your convenience we accept cash, checks, all major credit cards and most employers flex plan debit cards. Payment plan arrangements can be made prior to your appointment time through a third-party financing provider, Care Credit. Estimated insurance benefits are based on the information made available to us from your insurance company and are NOT a guarantee of payment. Our office policy is to send out a pre-estimate from your insurance company on any treatment over \$250. Any estimated insurance payments that are not paid by insurance in 60 days will become your responsibility.

#### **Insurance:**

Filing insurance claims is a service we are happy to provide to our patients. We know dental insurance is one of the most beneficial, and one of the most misunderstood factors in dental treatment today. Dental Insurance is a contract between the employer, the patient and the insurance company. It is your responsibility to know YOUR insurance policy rules and benefits. We will **NOT** become involved in disputes between you and your insurance regarding non-covered charges, diagnoses, and copays.

St Marys Dental Center has the authority to charge and assess collection costs and expenses, including attorney's fees and penalties and interest for the late payment and non-payment thereof.

If you chose not to sign the Financial , Cancellation and No Show Policy we will ask for payment up front for your services. If you have any questions regarding this policy that our office has provided, please give Teresa a call in our Management Office at 785-456-7083.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_