

## THREE IMPROTANT POLICIES

A policy is a written statement which details the actions or activities desired of an organization. We have three important policies in our practice that we feel important to share with you, our valued patient. We have put them in writing because we live by them and require that all our patients live by them as well. We realize that the institution of these three policies may be different from what you may be accustomed to in the past; however, we believe that they are very necessary.

### **PRIVACY POLICY**

We are required by applicable federal and state law to maintain the privacy of your health information and want you to know we take the privacy of your confidential protected health information very seriously. We use and disclose health information about you for treatment, payment, and healthcare operations. We will not use your health information for marketing communications without your written authorization.

### **COMMITMENT TO APPOINTMENT POLICY**

We reserve time for each patient in our practice, and rarely do we ever keep our patients waiting. An appointment written in our schedule with your name on it is a bond of trust that we will be here to serve you and you will be present for that appointment. You are expected to arrive on time for your appointment to avoid having to be rescheduled in order to keep the next patient from waiting. We do not allow cancellations or short-notice changes and reserve the right to charge if made less than 24 hours in advance. (We do not accept recorded messages as appointment cancellations or changes.) We must have mutual respect for each other's time, therefore our office policy in this regard is extremely firm and inflexible.

### **COMMITMENT TO FINANCIAL AGREEMENT**

We believe we have a responsibility to use our best professional care, skill, and judgment in planning for your dental treatment. All fees will be explained to you, and you agree to fulfill your financial commitment to the office promptly and completely. We will assist you in receiving benefits from your dental insurance; however the fees in our office are your responsibility. No business or practice can fulfill its mission to its patients when a bond of trust is violated by failure to pay for services.