

(For Parents to take home)



## Brooklyn Heights Pediatric Dentistry Office Policies

### Appointments

We value and respect your busy schedules and we make our best effort to see your child at the appointment time. Your timely arrival will be greatly appreciated. If it is necessary to cancel your scheduled appointment, please call at least 48 hours in advance, otherwise a \$50 charge will be assessed.

Please call during our office hours to make an appointment. Appointments cannot be made via email or our answering service.

We treat dental emergencies during regular office hours. If there is an emergency that requires immediate attention after office hours, please call our office for information on how to reach your dentist directly.

We see patients by appointment only.

### Financial

If you provide us with all of your insurance information at least 48 hours prior to your appointment, then we would be able to verify your benefits and collect from you the estimated amount that is not covered by insurance. Any remaining balance after insurance payment is the patient's responsibility.

If we do not receive your insurance information until your appointment time, then we do not have enough time to verify your benefits. In that case, you would pay up front for that visit. We would then file a claim for you so that the insurance carrier would directly reimburse you.

Please understand that it is a courtesy to our patients that we file dental insurance claims and accept insurance payments. We do not have a contract with your insurance company (except for Delta Dental). We do not have control over how your insurance handles its claims. Please inform us of any insurance changes such as insurance carrier, policy name, or change of employment.

Payment is expected at the time services are rendered. If you have any questions regarding your child's visit, please call the office coordinator prior to your appointment.