

**SMILEORA POLICY:**

WELCOME TO OUR PRACTICE

Our dental team is happy to welcome you to our practice. We are pleased that you have chosen us to care for your dental needs. We are committed to providing you with high quality dental care in a caring, gentle manner. We offer the latest in pain control, restorative and preventive dental services-each designed to enhance physical comfort, appearance and inner confidence. We are committed to:

- Comprehensive Clinical Services like cleaning, x-rays, fillings, crown and bridges, dentures, extractions, implants & implant supported prosthesis, cosmetic treatment like laser bleaching, veneers, etc. in one location.
- Modern facilities & equipment, digital x-rays, intra-oral camera and patient education system. Handicap Accessible.
- Recall & Reminder System
- Emergency Care when needed(Usually within 24-48 hours). There may be an extra charge for emergencies after office hours or weekends.
- Infection control procedures- we use infection control methods that include wearing gloves, gowns, protective eyewear, and masks, using instruments and other items that can be disposed of or can be easily sterilized and reused. We have self-contained water system with air purge to control water quality and to prevent stagnation. Also we have water filtration systems for pure water.
- If there is a defect in the service and/or product, all work is covered for 1 year; and will be replaced/ repaired free of charge. Denture adjustments for new dentures will be covered for 90 days free of charge. **ALL SERVICES ARE NON-REFUNDABLE.**
- We have extended hours to fit your schedule. We are open: ALTERNATE MON: 9 AM-6 PM, TUE: 9 AM-6 PM, WED: 9 AM-6 PM, THU: 9 AM-6 PM, FRI: 9 AM-6 PM and ALTERNATE SAT: 8 AM-2 PM. We may be closed on a weekday or sat due to an educational meeting or a holiday. We reserve sufficient time for each patient and our patients are rarely kept waiting for more than 15 minutes. **We expect you to be on time on your appointment and for any reason if your unable to keep your appointment, please give us a 48-hour notice. In order to have quality affordable dental care, there is a \$60 fee/hour for any missed appointment-including absences due to illness, late arrivals, work, etc where a 48-hour notice(weekends & holidays excluded) is not given. We reserve the right to discontinue treatment if there are frequent cancellation/missed appointments.** We may waive the charge if the disappointment is due to sickness or emergency, if it is only one in 3 consecutive years and if enough notice is given for the same.
- We inform patients of fees and payment arrangements before treatment begins. The dental treatment carries with it special costs considerations. We are sensitive to this fact and in order to help you manage payments effectively, we are suggesting the following payment methods. Please review these options and select the one that is most suited to your needs.
  1. The total sum of the treatment is paid by cash, check or charge card. There is a \$25 fee for returned checks. Senior citizen receives 10% discount (self pay only).
  2. The initial payment is ½ of the total. The balance is paid in equal installments depending on the number of visits required to complete that treatment. The balance must be paid in full at the completion of the treatment.
  3. For financing or a longer period of time, we have enlisted the services of Health Care Credit line. There are several payment plans available. We will be happy to discuss the details with you.
- We accept most insurance plans. We will gladly process your claim, but we request that you pay your estimated portion and deductible when services are rendered. You may be billed later for any portion of your fees not covered by your insurance. We have discounted dental plans for patients with no insurance.
- You give us permission to send appointment reminder by phone, mail or e-mail. For quality assurance and training purposes, your telephone conversation may be recorded and randomly monitored.
- We use lab which is located USA. It has latest technology and uses quality material. No dental lab work is done outside USA.
- We are Amalgam-Free(Mercury-Free) Office. Silver Fillings are rarely done and only when patient requests it.
- Children are more responsive when they are alone in the treatment room. The presence of parent may have adverse influence on dental treatment.
- Authorization to Release Information: I hereby authorize Dr. Anil Mehta to provide any insurance company(s), claim administrators, and consulting health care professionals, information concerning health care, advice, treatment, or supplies provided. This information will be used exclusively for the purpose of evaluating and administering claims for benefits.

I affirm that I have understood the above office policy and I am responsible for payment of services rendered, and I agree that I will make payment within 30 days of the date of service regardless if my insurance company has paid or not, and that it is my responsibility to contact my insurance company for payment. In the event that my payments are not received within 30 days of the date of service, I agree to pay \$5.00 monthly service fee, late fee of \$40 if not paid within 90 days of the date of service; and all costs of collection including but not limited to reasonable attorney's fees.

Signature of patient/Guardian: \_\_\_\_\_ Date \_\_\_\_\_

PLEASE PRINT YOUR NAME: \_\_\_\_\_