

# Periodontology, PC.

## Office Policy

### APPOINTMENTS

Patients are seen by appointment. Even though emergencies do arise, we try our best to stay on schedule. We will notify you so that you may best use your time. Please assist us by being on time for your appointments. If there is an urgent problem that cannot wait, please call the office in the morning so that it will allow us to accommodate the doctor. If the office is closed, our twenty-four hour answering service will contact the doctor. Because we do thorough examinations, you can plan on being at our office for approximately one hour or more if x-rays are needed. Following your examination, the doctor will discuss your treatment needs, if any, and outline a proposed treatment plan. The doctor will be happy to address any questions or concerns you may have regarding your treatment at any time. All initial visits, periodontal therapy, surgical procedures, follow-ups and supportive periodontal therapy appointments are each available during specified time periods in the week to promote office efficiency.

### INSURANCE

As a courtesy to our patients we will submit to most insurance companies. Because we do this we are required by Connecticut Statute to wait 45 days for payment from the insurance company. All quotes received from your insurance company are considered an ESTIMATE, submitting to insurance is NOT a guarantee of payment. Ultimately and regardless of insurance, any and all services rendered are billable and the patient's full responsibility.

### CANCELLATIONS/ BROKEN APPOINTMENTS

The nature of our practice is such that we reserve time especially for you. If you are unable to make your appointments, we require 48 hours advance notice prior to your appointment. This permits us to extend that time to another patient. Patients who fail to show for their confirmed appointed time will be assessed a fee based on the length of the missed appointment. Habitual cancellations will also be assessed a fee based on length of the missed appointment. This is necessary to cover our staffing costs, as well as other overhead expenses.

### FEES

The fees in our office are based on the care, skill, time and judgement needed to help treat your condition. These fees for treatment will be discussed fully prior to beginning of therapy as well as all payment options that we extend to our patients. MasterCard, Visa, Discover, Debit card, CareCredit, Cash, Checks are all accepted forms of payment.

### PRIVACY

As of April 14, 2003: H.I.P.A.A. (Health Insurance Portability & Accountability Act) by Connecticut law requires us to have a signed patient release form when sending medical information. This is so personal medical information can be given regarding the patients' health and treatment, for example: to your attending physician or your insurance company. By signing below you hereby give our office permission to release information & agree to our office policy.

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*Print Patient Name*

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*Responsible Party Signature*

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*Date*