



Welcome to our dental practice! We are so happy that you chose to come here for your dental care. We pride ourselves as being well trained professionals who work as a team to bring you the highest quality of treatment possible. We also strive to be at the cutting edge of our profession. We work hard to provide a warm and caring environment where patients can feel comfortable and not judged. Please read through this letter and sign your acknowledgement about our office policies. Should you have any questions please feel free to ask any staff member.

**Appointments:** We see all patients on an appointment basis and reserve this time especially for you. We pride ourselves in trying to see all patients on time. If you are not able to keep your reserved appointment, please notify us as soon as possible. We require **2 business days notice of ALL cancelations or rescheduling** so that we may be able to give this time to another patient. We reserve the right to charge \$50 for missed appointments or any short notice cancellations. As a courtesy to you, we will provide reminder calls, text messages or emails. ***We require that these prompts be returned to keep your appointment reserved.***

**Emergency Care:** We understand that emergency situations may happen and we will do everything in our power to see you as soon as possible. If you experience an emergency and the office is closed, please report to your nearest emergency room.

**Recare Visits:** Regular preventative care is your first line of defense. We encourage all of our patients to return for regular periodic hygiene and recall visits. You will be scheduled for your next recare visit at the end of your appointment. Please advise us of any changes in your medical status, address, phone numbers and insurance information as they arise.

**Fees and Payments:** We are proud of our fees as we provide the highest quality of care possible while adhering to the fee guidelines as outlined by the Ontario Dental Association. Payment for treatment will be collected at the time the treatment is rendered. We can provide you with an estimate of the cost of your treatment and the opportunity to make financial arrangements with a member of our office staff.

**Dental Insurance:** Dental Insurance typically will cover **some** but not **all** of the cost of your dental care and is no way considered an inclusive coverage, such as OHIP. As a courtesy to our patients, we accept assignment, which means we may bill your insurance directly to keep your out-of-pocket expenses down. Treatment planning is also based on your needs, NOT based on your insurance coverage and will be presented to you so that you may make an educated decision about your care. Please understand that not all necessary treatment is covered by insurance plans. We may also send a pre-determination to your insurance to determine if you will be covered for certain treatments and at what amount so that you can properly prepare for any out-of-pocket expense. Your insurance coverage will send notification to you about these pre-determinations; it is up to you to follow up with them. Any amount NOT covered by your insurance plan is payable by you at the time the treatment is rendered. We will make every effort to answer your questions regarding your plan but ultimately ***it is your responsibility to understand your coverage, be aware of any changes to your coverage as well as eligibility and maximums.***

Thank you,

Staff at White Willow Family and Cosmetic Dentistry

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_