

Brandenburg Family Dentistry, PLLC

Dr. William P. Denton, DMD | 1120 High Street | Brandenburg, KY 40108

We are making a few changes in the office in an effort to improve the service and quality of care.

1. Punctuality is very important to allow us to stay on schedule and provide care in a timely manner. We ask that you arrive 5-10 Minutes early for your appointment so that you may be properly checked in and update any information at the front desk.
2. We strive to see all patients on time for their scheduled appointment. There are times when our schedule is delayed in order to accommodate an injured child or an emergency. Please accept our apology in advance should this occur during your appointment. We will do the same if your child is in need of emergency treatment. Our busiest time is 3-5 pm. If you must have this time frame, you can expect longer wait times.
3. We try to accommodate those in pain and always try to see them within 24-48 hours, however, patients with appointments will be seen first and those without appointments will have to understand that we are working them into our schedule.
4. If you arrive 10-15 minutes late or have not confirmed your appointment, there is a chance you will be asked to reschedule your appointment for the next available appointment time.
5. Because our schedule is normally filled in advance and we have patients waiting for appointments, missing appointments without contacting us is not acceptable. We request at least 48 hours of notice before cancelling or rescheduling an appointment. That way we have time to try to fill the opening left in our schedule. We reserve the right to charge your account \$25 if we are not notified at least 24 hours before your appointment. This fee will not be covered by your insurance. Thank you for assisting us with keeping our schedule full.
6. We are excited about our new patient communication system. Our new system allows us to contact you via email and text messaging. We will not solicit any of your information. This system is only used for communication between you and our office. You will be asked for your email address and if you have text messaging when you come in for your appointment so that we may contact you this way.
7. Payments: We accept cash, check, VISA, MasterCard, and Discover. Payment of your *estimated* portion is due at the time services are rendered, such as your annual deductible and/or percentage of the treatment not covered by insurance. As a courtesy, we will gladly contact your insurance in order to provide an *estimate* of your patient portion. However, despite this, we cannot guarantee the payment of insurance benefits nor can we provide 100% accuracy of this estimated amount since many factors are involved that determine the actual payment of benefits once submitted and processed by your insurance. Keep in mind that many insurance companies base their quoted percentage (i.e. 100%, 80%, 50%, etc.) on their own fee schedule and not our office's actual fees which may result in a balance due higher than expected. Should an outstanding balance due result after your insurance company processes your claim, you will be sent a statement. Payment in full is due by the due date printed on the statement. We do have financing options; the applications are available upon request.

8. Unpaid Insurance Claims: All dental services rendered, whether or not covered by insurance, are ultimately the financial responsibility of the account holder. We will give your insurance company 60 days to remit payment. If there is still no payment after this time, in order to keep your account current, you will be financially responsible for 100% of the outstanding insurance claim. A statement will be sent to you and payment in full will be due on the due date printed on the statement. It is the responsibility of the account holder to follow up with their own insurance company regarding the non-payment of a claim. In the event our office receives a payment from your insurance after it has been paid by you, a prompt refund will be issued.

9. Due to HIPAA and OSHA regulations, we ask that only the patient is in the treatment room during procedures. If you have a small child coming to our office for the first time, you will be allowed to walk your child back to the treatment room. During the exam, you will be allowed to come back and meet Dr. Denton and discuss any treatment we recommend.

10. Prescriptions: Due to the busy schedule of the doctor during the work day, prescription refills may take up to 48 hours. The doctor will have to review the chart and decide if the prescription is warranted before refilling the prescription. Any patient that has not been seen recently will need an appointment before any prescription is written. Calling numerous times will not speed up the process.

11. We encourage you to visit our website (brandenburgfamilydentistry.com) and Facebook page to find more about our practice. We would appreciate any reviews and referrals.

Thank you for your cooperation.

Patient Signature _____