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Office Policies

By making an appointment at Toothopia Pediatric Dentistry, you agree to abide by these policies or be subject to dismissal from the practice. Please read them carefully.

Appointment Time: Please arrive **15 min before** your appointment to address any insurance or payment issues beforehand. To avoid compromising care, and in fairness to other patients, late patients will be rescheduled if there is insufficient time for your child. We strive to minimize wait times for all patients

Failed Appointment: The parent/legal guardian is subject to a charge of \$25 for a missed appointment or late cancellation of less than 48-hour notice via phone/email. Last minute issues arise, we offer limited leniency in these cases, this policy is in place to discourage from repeatedly missing/canceling appointments, which affects other patients. Those with repeated issues will also not be allowed to schedule appointments during peak hours or may be subject to dismissal from the practice

Pictures: Please inform us first so that staff does not appear in pictures without their consent. However, there is absolutely **no recording** of any kind.

Radiographs: Dentist may recommend x-rays for your child for comprehensive diagnosis of cavities or other oral issues. The type and number of x-rays will be customized for your child's needs and can be further discussed with your dentist. If you wish, despite this recommendation, to decline x-rays for your child, you will be asked to sign a form expressing that decision. Refusal to complete said form will result in dismissal from the practice.

Financial: Payment is due for services rendered at time of treatment. The adult accompanying your child to the visit is responsible for payment the day of the visit. We accept cash and major credit cards; unfortunately, we do not accept personal checks.

- Payment plans: in very limited cases, a payment plan may be offered. A credit card authorization form will be completed with the scheduled payments as determined by the billing manager with an added service fee. This must be discussed prior to starting any treatment.
- Late charges, \$25 per incident, may be applied in the event of outstanding balances after 2 weeks of notice. Toothopia Pediatric Dentistry may contact you via phone, email, or invoice sent to your home regarding a balance. Failure to pay may result in delinquency on your account, subject to dismissal from the practice, and may be turned over to our outside financial agency.

Insurance: At Toothopia Pediatric dentistry, we offer the best care for each individual regardless of insurance status. Insurance information must be provided 72 hours before the visit to allow sufficient time to confirm benefits; those without information beforehand will have to pay for the visit. We will check benefits beforehand and inform you of any co-pays. However, this is not a guarantee of payment and you may be subject to a higher co-pay if the insurance does not pay the claim as expected. You are ultimately responsible for the balance on your account. Your insurance is a contract between you and the company, not our office, and companies can at times provide incorrect information. If you wish to have an exact guarantee of payment, a pre-determination can be sent prior to treatment.

In-network: We are in-network with a few select insurances (subject to change). This means that we have agreed to accept a 'reduced fee for services'. However, you may still have out-of-pocket expenses based on your level of coverage.

Out-of-network: If your insurance falls into this category, we will still accept your insurance, inquire regarding your specific out-of-network benefits (if any), and submit the necessary claims. Keep in mind that your out-of-pocket expense will depend on your individual plan and may be subject to change once the claim has been received.

Signature of Parent/Legal Guardian : _____