

Smart Dental's

Office Policy and Procedures

At Smart Dental, we believe that a doctor and patient become a team for treating an individual's dental needs. Our physicians spend most of their time listening to understand your concerns and responding with the best treatment options for you. With the help of our professional staff, they also follow up to make sure that general pain is relieved, problems are resolved and your health improves.

We also want our patients to be informed about dental problems and treatments, because informed patients make better decisions about their health and well being.

Therefore, we require you to provide us with all of the necessary information to make the best treatment plan for your individual needs. This includes medical history, conditions, medications, concerns, cosmetic concerns/ interests and insurance benefits.

Smart Dental is a paperless office. There are paper forms that we require you to fill out completely. These documents are then scanned into our computer software. All forms will be given back to you for your personal records and or shredded for security purposes.

Smart Dental office policy and procedures are as follows:

Appointments:

Our patients are important to us. We will not be rushed when providing treatment or discussing a treatment plan. Nor do we want you the patient to feel unimportant or rushed. Therefore, appointments are given to a patient for their personal care and needs at a specific date and time. Smart Dental will try to stay on time when possible. Although, if there is a patient in pain that patient gets priority no matter who is scheduled at that time. We will try our best to make sure no one is waiting too long. This is the policy for all patients. We ask that if you are on a tight schedule or do not like to wait that you call ahead of time to verify that we are running on time. If we are running behind more than 15-20 minutes and you want to re-schedule then we will try our best to accommodate the new appointment day and time for you and there will not be a charge for a missed appointment.

We ask that if you are going to be late for your scheduled appointment to call the office as soon as possible to inform us. As a courtesy we may be able to accommodate you and allow you to keep your appointment. Although, due to our schedule and the amount of time you will be late we may have to re-schedule your appointment. **Please note that you will be re-scheduled if you are 15 minutes or more late for an appointment.**

We require you give a 24 hour notice for all appointments that will not be kept. On occasion we may ask for more than 24 hour notice if your appointment is extended for more than 1 hour. This will be

discussed with you when and if it applies to you. If an appointment is not kept and a notice was not given in the required amount of time a fee will be charged of \$ 50.00 per half-hour.

Appointment Confirmation:

As a courtesy our office will call to confirm appointments. Please do not solely rely on this confirmation call to keep your appointments. There may be times when the office is short handed or too busy to call. This is why we give you an appointment card in the office when you make the appointment.

If you would prefer an e-mail or a specific number to call for confirmations please make note of this on the patient information page.

Weather Related Cancellations:

We cannot control the Mother Nature. We do not ask that you risk your health to drive in bad weather. If the office is open and you feel completely comfortable driving then you are more than welcomed to keep your scheduled appointment. Although, if you feel that the conditions are too sever for you to travel we ask that you call the office as soon as possible to cancel. You can leave this message on the voice mail if no one answers. If we are aware there may be bad weather the night before we will take the list of patients and their phone numbers that have appointments to call and inform you if the office will or will not be open for your scheduled appointment.

IF YOU HAVE AN APPOINTMENT BEFORE, DURING OR AFTER BAD WEATHER ALWAYS CALL PRIOR TO COMEING TO VERIFY THE OFFICE IS OPEN. AS NOT ALL STAFF MEMBER LIVE CLOSE AND MAY NOT BE ABLE TO MAKE IT TO THE OFFICE.

Insurance:

Smart Dental participates with several insurance companies/plans. This list may change several times a year. To be certain if this office participated with your dental insurance/plan we ask that you call our office **and** your dental insurance/plan to verify.

When treatment is recommended our office will provide you with a copy of the treatment plan and your **estimated co-payment**. Please keep in mind this is only an estimate. We cannot guarantee any benefits from your dental insurance company/plan. At the time of service your estimated co-payment will be due and a claim will be sent to your insurance company/plan. Once payment is received or denied then a statement will be sent to you with the balance due in 30 days or less. If your dental plan is a reduced fee or discount plan then the entire balance is due at the time of service.

Co-Payments/Co-Insurance:

As stated earlier all co-payments/co-insurance is due at the time of service. Patients who desperately need dental treatment and financially cannot make the entire payment in full at the time of service.

Need to speak with the office manager and she will privately discuss this with the doctor and try to accommodate both you and the office's needs.

For your convince we do accept Discover, Visa and Master Cards. We also accept checks if the address on the check is the same as the address on the driver's license or state issued ID.

PLEASE NOTE WE CANNOT AND WILL NOT ACCEPT POST DATED CHECKS

Orthodontic/Invisalign Patients:

We do have a monthly payment plan for these services. You will be given your total estimated cost for treatment. Please not this does not include unforeseen problems (non-compliance, broken brackets, etc.) This is discussed in more detail in the Orthodontic Consent Form.

Once you decide to start treatment a down payment of 25% or \$ 1,000.00 whichever is greater. Then monthly payments with a specific amount and date will be arranged between you and the office manager.

Collections:

Under 3-512 of The Commercial Law Article you may be liable for three times the amount of the check in District Court if your check remains unpaid after 30 days notice. In, addition, you may be prosecuted under Maryland Criminal Code, Article 27, and Section 140-144. A \$ 40.00 collection fee may be accessed on any check returned.

There is a re-billing charge of \$ 1.50 for each statement sent after 30 days.

Your account will be considered "in collections" after 60 days.

If your account is sent to collections for non-payment you will be responsible for your account balance and all fees associated with the collection process. This can be up to 33 1/2% of the total balance. This will negatively impact your credit.

Once your account is sent to collections we will not be able to treat your dental needs until the balance is paid in full. Once your balance has been paid in full then Smart Dental will make the final decision to allow you to remain a patient or dismiss you. If you remain a patient then you will be required to make the full payment at the time of service **NO EXCEPTIONS**. If you have dental insurance/plan then you will pay the entire allowed amount under your dental plan and we will submit a claim for your reimbursement. If you are dismissed then you will be asked to receive your dental treatment elsewhere.