

Welcome

For most of you, the reason you are here is because someone suggested that you see us. This may have been your general dentist, a friend, or a relative who is concerned about conditions in your mouth that, if untreated, would lead to bone deterioration and tooth loss. We are here to help you keep your teeth at their optimum health, function, and aesthetics throughout your lifetime. We will also do our best to make sure your visits here are comfortable and pleasant.

Your First Visit

As a new patient, we need to make ourselves familiar with your individual needs. At your first visit we will get acquainted with your past dental and medical history and do a thorough examination of your teeth, mouth and gums. Using the diagnostic information, we will consult with you on your specific treatment needs and answer any questions you may have concerning the time your treatment will take, what the recommended procedures involve, and what it will cost.

Office Policies

In an effort to avoid misunderstandings, it is the practice of this office to inform patients of our policies regarding financial arrangements and appointments.

If you have any questions regarding any of these policies, please feel free to ask. We want you to feel comfortable dealing with these matters. We are available to address any questions or concerns.

Financial Policies

Payment is expected at the time services are rendered. To assist you, we accept cash, check, VISA and MasterCard.

For services over \$200, you may pay one-third of the total fee for each procedure upon completion of that procedure. The balance can be divided into three (3) equal payments, due each month for the following three months.

OUR FIRST CONCERN is your dental health. We expect your critical dental needs to be met regardless of your financial situation. Therefore, other payment options can be made available, and will be discussed at your first visit at your request.

If you have insurance, we will file your claims for you as a service to you.

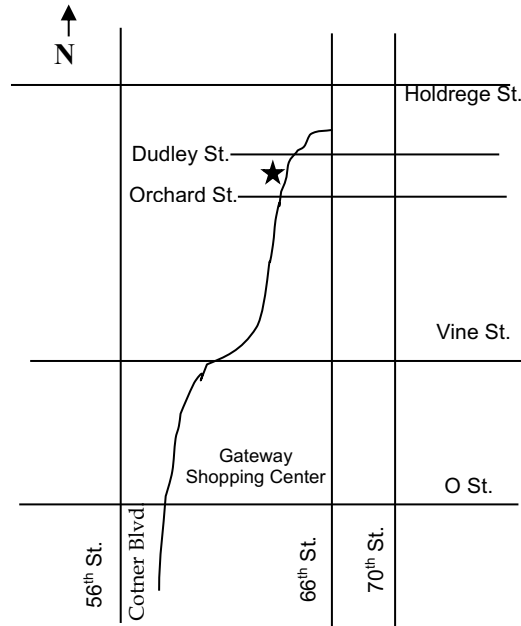
It is important that you provide us with current, accurate information. You must realize, however, that **your insurance is a contract between you and the insurance company**. Payment to us is your responsibility. If, at the end of the thirty working days, your insurance company hasn't remitted payment to us, payment will be due in full from you. Please keep in mind that not all services are a covered benefit in all contracts and are the patient's responsibility.

Each time you are seen for an office visit or regular maintenance, we ask that you pay us directly and have the insurance benefits paid to you. By following this policy, we keep our billing costs down and our fees at a reasonable level. For large dollar amounts we will accept assignment of benefits from your insurance carrier.

A finance charge of 18% APR will be assessed on unpaid balances which are 90 days past due.

We realize that temporary financial problems may affect timely payment of your account. If such problems do arise, we encourage you to contact us promptly for assistance in the management of your account. We do use outside agencies as a means of collection should we deem it necessary.

Our Location



Appointments

Your scheduled appointment has been reserved especially for you. Any change in that time affects a number of people. Please keep in mind that changing appointments may result in delay of treatment. We endeavor to reschedule you promptly as openings in our schedule will allow.

If you are unable to keep an appointment, please give us **no less than 24 hours notice**. Missed or late broken appointments may be charged a minimum of \$45.00.

Thank You

Our ultimate goal is the preservation of your natural dentition and its supporting structures in a healthy state. We attempt to treat our patients as we would like to be treated: gently, efficiently, and enthusiastically. We look forward to working with you.

Catherine S. Alley, D.D.S., M.S.
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