



PRACTICE FINANCIAL POLICIES

Our goal is to provide all professional care of the highest possible quality for each child. In this spirit, we have developed certain practices that when performed on a timely basis can avoid more costly procedures later. For your convenience, please review our practice financial policy. This will provide you with clarity in the administration of dental cost and payments to the practice as your children are treated.

New Patients:

At your initial visit, if you do not have dental insurance or co-payment due, we request that payment be made in-full at the time of service. If you have dental insurance benefits, we will gladly verify your plan coverage and submit to the insurance company. Often insurance plans do not provide what is expected and usually there is a family co-payment due in addition to benefits provided by your plan or insurance carrier.

Payment Accepted

We accept **VISA, MASTERCARD, DISCOVER, and AMERICAN EXPRESS**. If either of these methods can not be arranged in order to meet your expense, we also have financing through CareCredit, Norwest Financial Services or Wells Fargo. In addition, we would gladly help you to come up with a monthly payment plan that could make dental cost more affordable and financially comfortable for you and your family. Please ask your office staff for more information. CareCredit and monthly payment plan must be arranged in advance.

Office hours are by appointment and we do value your time. Appointment time is reserved for your child alone. Like many offices, our offices do call to confirm the appointment in addition to the automatic texting from the dental software service company. If you can not make an appointment as scheduled, please notify our office 48 hours to 72 hours before the appointment time.

- If broken appointment or no cancellation 48 hours prior to a sedation appointment, with the exceptions of an unforeseen circumstance and/or illness with a notice from your physician, you will lose your **\$100** scheduling refundable fee.
- If broken appointment or no cancellation 72 hours prior to a hospital or GA appointment, with the exceptions of an unforeseen circumstance and/or illness with a notice from your physician, you will lose **\$150** of the refundable hospital or GA scheduling fees.
- If broken appointment or no cancellation 48 hours prior to your regular dental visit, with the exceptions of an unforeseen circumstance and/or illness with a notice from your physician, you will be charged **\$50** broken appointment fee.

We are here to serve you and your children. Please assist us as our partners in caring for your children so we can achieve total dental health. Please speak to our financial coordinator if you have questions or suggestions.

Gina C. Pham, DDS and ShiningStars Staff

I have read and understand and agree to the above Practice Financial Policies.

Print Name

Signature

Date