



OFFICE POLICIES

Name *

First Name

Last Name

We are very pleased that you have chosen our team for your dental needs. It is our wish that your dental health be the very best that it can be, and highly value the trust you have placed in us.

Appointment Policy:

In order to provide a quality dental practice, appointments are required for all visits. We are not a walk-in clinic. Our staff will set up a specific time for your dental visit, which ensures that you receive the appropriate and comprehensive oral care that you deserve and require. We do set aside several appointment times for emergencies so that we can tend to these the same day.

If you are unable to keep a scheduled appointment, we ask that you provide us with at least **2 BUSINESS DAYS NOTICE**, so that your previously reserved time may be given to another patient. Otherwise, a fee may be applied. If a patient is not present for a reserved appointment or short notice cancels (less than 2 BUSINESS DAYS) and there is a history of missed appointments, it could lead to dismissal from the practice.

Punctuality and timeliness are priorities in our practice. We understand that unexpected issues may arise that may cause a late arrival. If you do arrive late, we will make every attempt to accommodate you without disrupting our busy schedule. We respect your time and we ask that you reciprocate. We pride ourselves in running on time, where ever possible. Please recognize that it is best to arrive 5-10 minutes early for your planned visit.

Insurance Policy:

Our treatment recommendations are based on years of professional dental experience, and are NOT based on insurance coverage.

Your insurance coverage is an agreement between you (what your place of employment negotiated) and your insurance company, NOT the dentist. Dental insurance companies often refuse to give dental practices information regarding coverage to protect the patient's privacy. At times, insurance information given over the phone by dental insurance companies is not always accurate and insurance booklets do not provide the dental practice with complete details of the insurance plan. Dental insurance companies do not inform dental practice of changes with their plans. Therefore, we encourage our patients to thoroughly understand the benefits and conditions of their own dental plans to eliminate disappointment with payment for necessary treatment that may not be covered. Where possible, we will assist you in optimizing the benefits available under your policy. Please make certain your insurance information is correct.

There are many different policies and forms of coverage, for example, some plans cover as little as 50% of dental treatment costs, while others cover as much as 100%. Our office is on the current fee schedule (i.e. if the year is 2013, then we are on the 2013 fee schedule). Please be aware that your coverage, even though it is at 100%, may be based on a different fee schedule, such as the year 2005. Therefore, you would not receive 100% back from your insurance company.

It is against the law (insurance fraud) for you or the dentist to conspire to avoid paying the difference. Not only is this a violation of the law, but it is also contrary to the regulations of the Royal College of Dental Surgeons of Ontario that regulates the dental profession.

By law, a claim made to an insurance company must be an accurate description of services rendered and fees charged. This is why you are required to sign the claim form or have a signature on file before the claim is submitted to your insurance company. As a courtesy to you, our office would be happy to submit your claims electronically (EDI) where possible to expedite the claim process. Most payments are processed in a few days rather than a few weeks.

When more extensive treatment is planned, we will send a detailed estimate or pre-determination to the insurance carrier(s) involved. In most cases, the response is sent to the insured employee within 2-3 weeks. Please look for it in your mail or online and notify us when you have received your pre-determination, so that we may book the necessary appointments and expedite your treatment.

Please inform the office of any changes to insurance and as well any address changes to avoid rejection from the insurance company, or delay of reimbursement.

Payment Policy

Our office policy is that services are paid for at each visit as they are performed. **All professional services are charged directly to the patient and patients are personally responsible for payment of bills on their accounts.**

Payment can be made by VISA, MasterCard, Interact, cash or personal cheque. If you have dental insurance, your insurance company will reimburse you directly in a timely manner.

We require all accounts to be settled **within 30 days** from the date the claim is incurred. We will be glad to customize a flexible payment plan, involving a series of post-dated payments over a period of up to 6 months, for credit worthy patients. Otherwise, we would be happy to discuss any and all payment options with you.

For accounts over 60 days, a 2% interest charge per month (24% per annum) is applied from the date of service. To avoid these charges, prompt payment is advised.

Please feel free to ask if you have any questions or concerns.

Patient's/Subscriber Acknowledgement: I, *{name}* have read and understand the above, and agree to assume the liability for the fees not covered by my insurance plan. I also authorize release, to my dental benefits plan, information contained in claims submitted electronically for me and my family. I also authorize the communication of information related to the coverage of services described to Dr. Sheikh.

Signature

Date

Month Day Year