

## ANSWERS TO COMMONLY ASKED QUESTIONS

The following are answers to most of the commonly asked questions that new patients have about our office policies. We will be pleased to clarify or expand on any of the points at any time.

### APPOINTMENTS

1. **Do you call to remind me?** Appointments booked are considered confirmed. We will be happy to accommodate you with a reminder call or email if you so request. If we have not been able to contact you personally, we will still expect that the appointment will be kept.

2. **Do you charge for missed appointments?** If circumstances dictate that you must change your scheduled appointment, we require 2 business days' notice. While we do not charge a fee for missed appointments or short notice cancellations, if an appointment is missed or cancelled with very little notice we must have 50% of the next appointment fee paid before further appointments can be booked. Extreme personal emergencies and serious illness are of course taken into consideration.

### PAYMENTS AND INSURANCE FORMS

1. **Can you help me with my insurance?** Absolutely -We will submit your insurance forms at the time of treatment. Payment for the balance that your insurance does not cover is due when treatment is rendered. Even though we will attempt to help you maximize the use of your dental plan, our treatment recommendations are based on what will enable you to attain your best dental health and appearance and will not be dictated by your coverage. If you wish, we will send pre-authorization requests for treatment planned.

Insurance companies consider you to be their client and most often will not give us information if we make inquiries on your behalf. It is very important that you are very familiar with your plan and that you give us any information you receive from your insurance company as often this is not sent to a dental office.

If your insurance company does not pay the expected portion for treatment, you will be responsible for that payment. We will help you with resubmissions and do our best to advocate on your behalf.

Please stay informed about your dental insurance benefits. We will attempt to help you maximize the use of your dental plan and if you wish, we will send pre-authorization requests for treatment planned. Please be aware that we often do not receive copies of the replies from insurance companies, so please inform us of any such correspondence so we can best inform you of expected benefits.

### DENTAL EMERGENCIES

**What if I have a dental emergency?** We are committed to providing emergency dental care to our patients quickly and efficiently. If the office is closed, you may access the emergency dental care system provided by the Mission dentists by calling the hospital at 604-826-6261.

The doctors and staff at Tyler Dental Artz are pleased you have chosen us to meet your dental needs. We are proud to offer you compassionate, professional and state of the art dental services. We have an exceptional team that is committed to making your dental experience positive and rewarding.

Signature \_\_\_\_\_ Date \_\_\_\_\_