

Island Dental Center of Summerlin

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Welcome to our Office

Island Dental Center is pleased to provide high quality dental services at a reasonable price, while paying careful attention to our patients' time schedules. We hope that you can abide by the following guidelines to help us accomplish our goals together.

***Time:** We try to adhere to a strict time schedule so patients are not kept waiting too long. We would appreciate having 48 hours notice if you need to cancel or reschedule an appointment. We will try to accommodate patients who show up late for their appointment, but under no circumstances will we allow one patient's lateness interfere with the following patient's appointment.

***Payment:** One of the ways we try to limit paperwork (which ultimately decreases patient costs) is by not sending out monthly statements. We therefore must insist that payment is due in full on the day of treatment. If your insurance has been pre-approved, only your copayment is due. **Please do not ask us to bill you for services already rendered.** We accept Visa, Mastercard, Discover, American Express, cash, and in-state personal checks (with proper I.D.). You can also apply for a credit line, which can allow you to make monthly payments for your treatment. Patients willing to pay for extensive procedures in advance may receive a discount.

***Insurance:** We gladly extend the service of pre-authorizing and billing your insurance company for your dental services. We must be able to verify insurance coverage either by copying your card or by phone or computer. Please note—A pre-authorization from your insurance company **does not guarantee payment.** If **for any reason** your insurance company does not provide payment, your account becomes immediately due in full. Also, being covered by 2 or more insurance carriers does not guarantee that you will have no out of pocket expense. Some secondary insurance carriers have refused payment when they discover that the patient has received benefits from another company.

***Divorced Parents:** The adult accompanying the child to the office is financially responsible for that visit. If the child is covered by the ex-spouses insurance, we must have a copy of the insurance card unless the adult accompanying the child wishes to pay in full for the visit. **We will not send statements to the ex-spouse** unless prior arrangements have been approved in writing.

***Children having treatment:** We like to treat children unaccompanied by parents. If you are uncomfortable with that, you may join your child during treatment as long as there are no other children with you. Newborns and infants are not allowed in the operatories. Airborne bacteria and other germs created in back may be unsafe for them to breathe. The staff will be happy to explain all procedures to you either before or after the visit. Also, please do not leave children unattended in the waiting room.

***Cell Phones:** Please do not answer them during treatment. If you can't resist, please turn them off.

***Your records:** If you are moving, we will be happy to provide a copy of your dental records to take with you. There is a \$10 fee for this service, and you must sign a legal release.

***We know someone as cool as you would never do something like this, but...**

- There is a \$20 charge for all returned checks.
- Patients who miss 3 appointments without notice within a 12-month period will not be allowed to schedule future appointments with our office.
- Accounts not paid for 90 days will be sent to an outside collection agency.
- Anyone who exhibits rude or abusive behavior will be asked to leave permanently.

If you understand the above policies and agree to abide by them, please sign below:

X _____ Date: _____

Patient Signature or Legal Guardian