
JB Dental Associates & TMD & Sleep Center

Office Policies for Patients

We are always happy to welcome our current patients as well as our new patients! We are here to make a difference in our patients' life, one healthy smile at a time, by providing excellent service in an atmosphere of trust and compassion.

Emergency: Our goal is to provide same-day treatment for all emergencies based upon the availability of you, our patient, and the office schedule.

Cancellation and No Show: At JB Dental Associates and TMD & Sleep Center, appointments are necessary to ensure that each of our patients receives the appropriate attention and level of comprehensive care he or she needs and deserves. To do that we need our patient's cooperation with keeping their appointment or given adequate notice of cancellations. As a courtesy we do provide confirmations by phone and text messages however it is ultimately the patients responsibility to remember their appointments.

If you are unable to keep a scheduled appointment, we ask that you provide our office with a 24-HOURS NOTICE of cancellation otherwise a broken appointment fee will be charged of \$55 per every 60 minutes. After (3) appointments are missed without a 24-HOURS Notice you will not be seen at JB Dental Associates & TMD & Sleep Center for one (1) year.

Insurance policy: Our patients' treatment is not based on your insurance benefits and coverage. Treatment is determined by your dental needs during your examination with the assistance of dental x-rays.

Please keep in mind that your insurance is a contract between you and the insurance company/employer. We ask that you provide the Front Desk Team with your insurance policy information and inform them of any changes to your policy and personal information. As a convenience to you, our office will submit the charges to your insurance carrier. We offer electronic insurance submissions where possible. In the event your insurance denies any completed treatment you are liable for all remaining balances.

Payment policy: We accept most insurance plans and expect any portion of treatment not covered by your insurance **to be paid in full on the day of treatment.** We accept most major credit cards, cash or check as is convenience for you and can arrange outside financing as necessary. **All appointments scheduled for 1 ½ hours or more will require a deposit when the appointment is made and is non-refundable if you miss or cancel the appointment without a 24-hour notice.**

Patient Name _____ Relationship to Patient _____

Signature _____ Date _____