

SMILES CHANDLER

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PRACTICE POLICY INFORMATION

APPOINTMENTS: We recognize the value of your time and hope that you value ours. Therefore, we will do our best to see you as promptly as possible. It is important that you confirm your appointments and come on time so that we can treat you, as well as our other patients, in a timely manner. We will inform you if we expect any delays in seeing you at your scheduled time. If you have time constraints and must be completed by a given time, please inform us at your arrival and we will do our best to accommodate you.

CANCELLATIONS/ BROKEN APPOINTMENTS: If you need to reschedule your dental appointment, the office requires a **24 HOUR NOTICE** to avoid a broken appointment fee of **\$50.00**. Please note our answering, text and email services do not accept cancellations or changes of appointments, as this requires personal attention with our scheduling coordinator due to the hardship it places on our office. The first failed appointment fee may be waived under certain circumstances. Subsequent fees are non-negotiable and must be paid before a new appointment can be made. Consistent cancellations and/or no-shows are grounds for dismissal from our practice.

DENTAL INSURANCE: Dental insurance policies are between the insured and the insurance company. Our office is a third party. We will be collecting patients **“Estimated Portion”** at the time of service. **NOTE:** This is not a guarantee that your payment is in full. Any remaining balances after insurance pays are the patient’s full responsibility. Please know that we try to do everything possible for patients to receive their maximum benefit. For services that are denied, on which coverage was anticipated, our office will make a one-time appeal to your insurance company on your behalf. If the services are still denied, you will be responsible for payment in full. You may continue the appeals process on your own and if payment is received by insurance you will be refunded any overpayment

PAYMENT OPTIONS: We accept Visa and MasterCard debit/credit cards and Discover credit cards as payment. Health Savings Account (HSA) cards are also accepted. We also accept personal checks. Interest free financing is available through Care Credit upon approval and in certain circumstances, in-house financing may be extended.

Patient’s or Guardian’s Signature

Date

Print Patient’s or Guardian’s Name