

To My Valued Patient,

I have a purpose – and that purpose is to get sick people well and to prevent the well from getting sick. I also have a personal, professional, and ethical responsibility to care for your health to the best of my ability. Missed appointments and failure to comply with recommended treatment schedules and/or procedures prevent me from achieving my goal of optimum health for you. If you cannot keep your appointments and adhere to my treatment recommendations, I will not be able to continue treating you in good conscience. Therefore, the following policies must be agreed upon:

1. **No-shows are not acceptable.** Failure to make an appointment not only compromises your health but inconveniences other patients who may have requested an office visit during your scheduled appointment. If you cannot make an appointment (except in the case of an emergency) you are expected to call within 24 hours of your appointment to reschedule. There is a \$45.00 fee for all no-show appointments and this fee is not covered by insurance.
2. **Timeliness is required.** We will see you on time and get you out on time unless there is an emergency. We request that you be on time for your visits. If you are more than 10 minutes late, you may have to reschedule your appointment.
3. **Cleanliness and infection control are of the utmost importance.** We have the latest sterilization technology and disinfect each treatment room after every patient. This is another important reason we demand timeliness of ourselves and you. We request that you brush your teeth prior to being seated in a treatment room. Toothbrushes, paste, mouth rinse, and floss will be provided for you if needed.
4. If you miss an appointment you must make it up. It is critical to your health to do so to avoid setbacks in the care and maintenance of your teeth and gums.
5. **Insurance:** Treatment recommendations are based on your health, not on your insurance or lack thereof. If you have insurance it is your responsibility to be aware of what your benefits are. Remember, insurance companies are not concerned about your health or well being – we are. We will provide you with an estimate of benefits; however you are fully responsible for any treatment performed. Your benefits are a contract between you and your insurance company. We can not be responsible for what your insurance will or will not cover.
6. We run a Zero Balance office, therefore all financial aspects of your treatment will be discussed prior to the beginning of treatment. Any and all co-payments must be made at the time treatment is rendered. All patients are expected to comply with their financial agreement with this office. Any insurance balance not received after 90 days will become your responsibility.
7. We appreciate your referrals.
8. **Upsets.** It is our company policy to ensure the complete satisfaction of all of our patients with the service and care they receive at our office. However, it is possible on occasion that there may be a misunderstanding or miscommunication between you and our office. We will do everything in our power to make things right by you should an upset occur provided you bring it to our attention in an appropriate, cordial manner at a time that we can give the matter the proper attention it deserves for effective resolution. You can expect that my staff will treat you with the same professional demeanor and efficiency as you would expect from them. Please see our office manager to resolve immediately any upsets you may have with my office or one of my team.

I greatly appreciate your cooperation.

Yours in Health,

Dr. Korobeinik

Patient

Office