

FREMONT FAMILY DENTISTRY
4464 Fremont Ave N Suite 103
Seattle, WA 98103
206-267-7300

Office Policies

Missed Appointments: We have set aside time for you in our schedule and possibly turned away other patients wishing to be seen, so we ask for at least 48 hours notice for appointment cancellation. The fee for late cancellations is \$150 per hour for crowns and bridges, and \$100 per hour for all other appointments.

Confirmation: As a courtesy we call our patients two business days prior to their scheduled appointment to confirm. However, there are times when staffing is low and we are not able to call. We do provide cards as an appointment reminder, so please post them where you will see them in the event we do not reach you. If we are not able to confirm the appointment, you are still responsible for the missed appointment fee if the appointment is missed or not cancelled and/or rescheduled within 48 hours.

After Hours Calls: Our office hours are Monday – Friday from 8:00am to 5:00pm and Saturday from 9:00 am to 12:00pm. The on-call doctor is available to take calls after hours for urgent or emergency calls only. Please do not call the on-call doctor for refills or to schedule or cancel an appointment. We ask that you call for the above requests during office hours.

Prescription Refills: Prescription refill requests require a 24-hour turnaround. If you have an emergency please let us know and an exception can be made.

Financial Policy: After examination and evaluation you will be given an estimate of charges for future treatment. As a courtesy to you, we will automatically submit claims to your dental benefit provider if applicable, and try to obtain the maximum they cover for the care you receive in our office. As you are aware, your employer has purchased your benefits package. The benefits that you receive are between you, your employer and the third party benefit carrier. Please familiarize yourself with the specific restrictions and limitations included in your plan, as this will help you determine the extent of your coverage. We will make treatment recommendations and welcome any opportunity to discuss treatment options and their relative advantages and disadvantages.

If you require a payment plan, we are happy to assist you in arranging a plan with Care Credit or Citi Health; our office does not offer in-house payment plans.

For certain appointments, including major work and cosmetic appointments, financial retainers are required **AT THE TIME THE APPOINTMENT IS MADE**. Financial commitments should be clearly understood before commencing treatment.

By signing below, I acknowledge that I have read and accept the above office policies for Fremont Family Dentistry.

Patient Signature: _____

Date: _____