

BRAD M. FREEDMAN, DDS & ASSOCIATES

OFFICE INFORMATION SHEET

Office hours are by appointment only. Extended hours may be available for select procedures and are at the discretion of the doctor. Our office uses a 24 hour emergency pager service when we are closed. In order to access this system, please call the office and the recording will provide instructions concerning the use of the pager.

Account Management

Payment is expected at the time services are rendered. **We will gladly submit claim to your primary insurance carrier and accept assignment of benefits if you provide a valid insurance card and a list of your dental benefits.** All yearly deductibles and any estimated patient co-payments will be collected at the time of service. If we have not received payment from the insurance company within 30 days, the account will need to be paid full by the patient and continued efforts to collect from the insurance company will become the patient's responsibility.

Broken Appointments

The appointment times with your doctors and hygienists are of high value and demand; therefore, we would greatly appreciate your making every effort to keep all scheduled appointments. However, if it necessary to change an appointment we do require 24 hours notice. If cancellation occurs within 24 hours prior to the appointment, a broken appointment fee will be assessed. The amount of the fee is determined by our Business Manager and is based on the amount of time allotted for the scheduled appointment. We will be unable to reschedule another appointment until the broken appointment fee is paid in full.

The day prior to your appointment we will make every attempt to confirm your scheduled appointment time via telephone or email. Please remember this is a courtesy. If you are unable to confirm your appointment during normal business hours, please leave a message confirming your appointment on our answering machine. We also offer *Dental Sesame*. This is an outline communications program that allows 24 hour access to your appointment times, as well as account and treatment information. It also allows you to confirm appointment times on line. If this option is of interest to you, our administrative staff will be happy to assist you.

Delinquent Accounts

In the event an account becomes delinquent, it is the responsibility of the patient to pay the actual and reasonable collection agency and/or attorney's fee (~43%). An account is considered delinquent after 60 days.

If you have any questions regarding our processes, please feel free to ask the Financial Manager prior to your appointment. Our clinical and administrative staff will make every effort to provide services in a timely and courteous manner. With a collaborative commitment to these goals, we can complete your dental care with the utmost quality. We thank you for choosing us to be your dental provider and look forward to assisting you with your dental health. Thank you.

Name: _____ Date: _____