



To Our Appreciated Patient,

As you are aware the healthcare market is undergoing a great deal of change. As we have reflected on our experience, we are pleased to share a number of updates to our office in an effort to sustain high quality of care and maintain your health efficiently and cost-effectively.

Timeliness, changes and cancellations to appointments

- Timeliness is essential. We request that you be on time for your visits. If you are more than 10 minutes late, we may reschedule your appointment.
- In the event that you are unable to keep your scheduled appointment (except in the case of an emergency) we ask that you give our office a 48 hour notice. "No shows" or late cancellations are extremely disruptive and you will be charged a \$75 fee payable at the time of the original appointment (this is not covered by insurance). The money will be matched by Dr. Snapp and Dr. Suttles and donated to North Carolina Missions of Mercy, which is a free dental clinic serving those in dental need.
- Cleanliness and infection control are of the utmost importance. We have the latest sterilization technology and disinfect each treatment room after every patient (another important reason your timeliness is essential).
- If you miss an appointment you are responsible to reschedule. It is critical for your health to do so to avoid setbacks in the care and maintenance of your teeth and gums.

Insurance and Payment

- A gentle reminder that insurance companies are not concerned about your health or well-being- WE are. We will provide you with an estimate of benefits but please be advised that you are fully responsible for any treatment performed.
- Payment is required in full prior to or at the time of treatment. We have several financial options for all of our patients, our team would be happy to discuss any option with you.
- In order to schedule an appointment with a doctor, 50% of the total patient out-of-pocket expense is required as a deposit as well as a signed financial agreement.

Concerns

- It is our policy to ensure the complete satisfaction of all our patients with the service and care they receive at our office. However, if you should have a concern or misunderstanding we ask that you please bring it to our attention so that we may reach a resolution together. We appreciate you as a patient and want you to feel free to express any concerns you may have.

Emergencies

- We aim to eliminate potential dental emergencies by providing care for you before it becomes a problem. In the rare instance that you do have an emergency, be assured that we will take care of you.
- If you have swelling, bleeding, or severe pain or a restoration in a visible area that falls out please call us immediately so that we may provide you with the next available emergency appointment. We set aside time each day for emergencies.

We endeavor to make your experience in our office an exceptional one. When we succeed, we would appreciate you telling your friends and family about our office.

Yours in Health,

Dr. Emily Snapp and Dr. Summer Suttles

patient signature _____