



OFFICE POLICIES AND PROCEDURES

DR. ERRON BRADY DMD PA

In order to maintain a professional environment and as a courtesy to others we ask that you please help us by observing the policies and procedures of our office.

Thank you for trusting us for your dental care. Please read the following practice policy procedures and ask any questions as needed:

- PLEASE ALLOW 48 HOURS NOTICE WHEN CHANGING APPOINTMENTS
- YOU WILL BE ALLOTTED A 15 MINUTE GRACE PERIOD FOR APPOINTMENTS, AFTER 15 MINUTES YOUR APPOINTMENT WILL BE RESCHEDULED
- IF IT HAS BEEN EXPLAINED TO YOU THAT WE WILL ATTEMPT A PROCEDURE APPOINTMENT ONE TIME, IF THAT APPOINTMENT IS NOT KEPT, THE APPOINTMENT WILL NOT BE RESCHEDULED
- IF ANY APPOINTMENT IS CANCELLED WITH LESS THAN 24 HOURS NOTICE, AN AUTOMATIC WARNING WILL BE ISSUED BY DR. BRADY IN WRITING
- INSURANCE WILL BE FILED AS COURTESY. YOUR DENTAL INSURANCE IS A CONTRACT BETWEEN YOU AND YOUR EMPLOYER. IT IS NOT OUR INTENT TO KNOW YOUR DENTAL BENEFITS. UNLESS YOU REQUEST THAT WE CALL ON YOUR DENTAL BENEFITS SPECIFICALLY, YOUR OUT OF POCKET EXPENSES ARE AN ESTIMATE BASED ON STANDARD DENTAL BENEFITS. WE WILL GLADLY SUBMIT PRE-TREATMENT ESTIMATES AT YOUR REQUEST PRIOR TO SCHEDULING DENTAL APPOINTMENTS. WE ENCOURAGE YOU TO UNDERSTAND AND BE FAMILIAR WITH THE BENEFITS AND LIMITATIONS OF YOUR PLAN.

- DENTAL CLAIMS WILL BE FILED TWICE. IF AFTER THE SECOND FILING, NO RESPONSE OR PAYMENT HAS BEEN MADE BY THE INSURANCE COMPANY, THE AMOUNT OF THE CLAIM WILL BE ADDED BACK TO THE ACCOUNT AND WILL BE THE RESPONSIBILITY OF THE PATIENT.
- ANY BALANCE REMAINING UNPAID AFTER 60 DAYS WILL BE SENT A COLLECTIONS WARNING LETTER.
- AFTER 90 DAYS, ANY BALANCE REMAINING ON ACCOUNT WHERE OUR OFFICE HAS MADE EVERY EFFORT TO ACCOMODATE THE PATIENT'S CIRCUMSTANCES OR FINANCIAL SITUATION, WILL BE TURNED OVER TO AN OUTSIDE COLLECTION AGENCY FOR ATTENTION.

IF DR. BRADY HAS ALREADY ISSUED AN APPOINTMENT CANCELLATION WARNING FOR FAILURE TO COMPLY WITH OUR OFFICE POLICIES, IMMEDIATE DISMISSAL FROM THE PRACTICE WILL OCCUR.

From the very first appointment, we try to establish open lines of communication with our patients. The purpose is twofold: we understand you, you understand us. With mutual understanding in place, we can work cooperatively toward the same goal, sustained dental health in a warm and friendly atmosphere.

Erron Brady, D.M.D.