

**Dwaine E. Valentine, D.D.S., Inc.**  
**Office Policy as of January 2017**

- Our policy is to make your experience in our office an exceptional one. When we succeed, we would appreciate you telling your family and friends about our office.
- A true dental emergency is swelling, bleeding, severe pain that has kept you up at night requiring medication, or a restoration in a visible area that falls out. If you have any of these symptoms, we ask that you call us right away. We will provide you with the next available emergency appointment.
- **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. 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 cannot be responsible for what your insurance will or will not cover.
- Timeliness is required. We strive to see you on time and get you out on time for your visits. If you are more than 10 minutes late, you may have to reschedule your appointment.
- We run a Zero Balance office. We expect payment in full prior to or at the time treatment is provided. We have several financial options available for all of our patients. Please speak to Jeanie if you have any questions.
- We understand that unavoidable circumstances occur. However, no-shows are not acceptable. Failure to show for 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 48 hours of your appointment to reschedule. If you fail to show for your appointment, we will charge your account a \$70.00 fee. These costs are not covered by insurance.

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Patient Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient Printed Name