

## Rio Dental & Orthodontics Office Policies and Billing Process

Thank you for choosing Rio Dental. In an effort to serve you better, we would like to take the time to explain the billing process and office policies to you.

Once you have provided the office with your dental insurance, we call your insurance company and verify your benefits. The information we receive from your insurance company is only an estimation of coverage and not a guarantee. After you have been seen at our office, we will file your claim to the insurance company directly. If the insurance company denies or does not cover the estimated amount in full, you will receive a statement in the mail and you will be responsible for the remaining account balance. Thank you again for choosing Rio Dental for your dental needs. We look forward to building a great long lasting relationship with you.

I have read and understand the billing process at Rio Dental.

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Patient's Name Printed

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Patient's Signature and Date Signed

Our goal is to provide quality dental care in a timely manner. In order to do so we have implemented a cancellation and no-show policy. The policy enables us to better utilize available appointments for our patients in need of dental care. Please read each statement below and initial.

### CANCELLATION OF AN APOINTMENT

In order to be respectful of other patient's needs, please be courteous and call our office promptly if you are unable to attend an appointment. This time we will be given to someone who is in urgent need of treatment. We ask that you make an attempt to call our office 24hours in advance.

### NO SHOW POLICY

A "no show" is an appointment that was not cancelled in advance. No shows inconvenience other patients who need dental care. A no show for a scheduled appointment will result in a fee of \$25.00.

NOTE: Medicaid NO-SHOWS can be reported to Medicaid. Please call to cancel an appointment in advance.

### LATE ARRIVALS

In an effort to service our patients in a timely manner, we ask that you are on time for your scheduled appointment. In the event you are running late, please call our office. If you will be more than 15 minutes late to your scheduled appointment, you may be asked to reschedule.

### CELL PHONE POLICY

As a courtesy to our staff, we request that you put away your cell phone while the doctor or dental assistant is in the room with you.

I have read and understand the "Office Policies".

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Patient's Name (Printed)

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Patient's Signature & Date Signed