

**To our wonderful patients,**

**\$50 deposit Required:**

We are a very busy office, and we try our best to accommodate all our patients. When patients cancel on short notice or don't show up at all to their appointment, that time could have been used for a patient in need. **If you cancel on short notice or don't show up, we will require a credit card on file or \$50 cash to reserve your next appointment.** This \$50 is refundable if an appointment is kept or it can be used as a credit toward your next treatment. If you do not keep your appointment, your credit card will be charged \$50.

**Insurance dropped:**

Dr. Steele made a business decision to drop some insurance companies. This was a difficult choice, but here at Gentle Touch Dental, we want to treat you for what you need rather than what the insurance dictates. We are committed to providing excellent affordable, comprehensive dental care in a friendly, comfortable environment to people of all ages in Cheyenne, Wyoming and surrounding communities, including people with limited or no dental insurance, to benefit our community, residents and those in need. This is our mission of our office.

In deciding to drop some insurance the factors that were taken into consideration in their reimbursements to us were insufficient to pay lab fees. Another main issue is that insurance companies have not raised their maximum allowance in twenty years! Most insurances still only allow \$1000 a year or less for dental care. We want to base your dental treatment on what your needs are. Not what the insurance companies say.

We do our best to give the most accurate estimates we can from the information your insurance company provides. However, this is not a guarantee, we never know what they will actually pay until we receive the payment from them. We do file all insurance claims as a courtesy to you, but please keep in mind that this is a contract between your employer (or you) and the insurance company. We do not pick the plan for you, your employer does. There's more than 1000 different insurance plans and we can not possibly know the information for all of them, their rates, the waiting periods, hidden clauses, out-of-network, etc. As the subscriber/dependent, it is up to you to know your insurance. Our concern is to provide the best possible care to you, our patient.

**Pre-Paid Treatment:**

We require all restorative and deep cleaning treatment to be pre-paid before scheduling. We do this to reserve your appointment time for your personal treatment.

We give all patients a 5% discount for the pre-pay.

**Treatment plans:**

We provide a treatment plan with an estimated cost and an estimate of the patient's portion. We go over the treatment with you. If you have any questions about your treatment, we are happy to answer any questions or concerns you may have. These are only estimates because insurance reimbursement is not a guarantee.

**Confirmation of appointments:**

We make every attempt to confirm your appointment with us. We use appointment cards, texts, emails and phone calls. In return, we ask that you confirm your appointment for your scheduled treatment. **ALL APPOINTMENTS MUST BE CONFIRMED.** If appointments are not confirmed, we may cancel your appointment for a patient in need. Also, if you are 15 minutes late, we may need to reschedule your appointment. We require a 24-hour cancellation notice and you will need to talk to a staff member.

I have read and received a copy of Gentle Touch Dental's policies.

Date: \_\_\_\_\_ Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_