



To my appreciated patient,

This year marks the beginning of many exciting changes. Our mission is to provide exemplary dental care with modern and innovative technology. We strive to create long lasting patient relationships with trust and understanding in a compassionate and comfortable environment where, in turn, you value and appreciate our time.

Therefore, the following must be agreed upon:

1. No-shows are not acceptable. Failure to make 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 keep an appointment (except in the case of an emergency) you are expected to call within 48 hours of your appointment to reschedule. There is a \$100.00 fee for all no-show appointments, and this fee is not covered by insurance. This fee will be donated to Shriners Hospitals for Children.
2. We request that you be on time for your visits. If you are more than 10 minutes late, you may have to reschedule your appointment.
3. If you miss an appointment we ask that you call to reschedule. It is critical to your health to do so to avoid setbacks in your oral health.
4. 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. As a courtesy, 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. As a reminder, we cannot be responsible for what your insurance will or will not cover.
5. We run a Zero Balance office. In order to achieve this, we require 50% of your total patient out of pocket expense to reserve an appointment with Dr. D'Alfonso. Please speak to our office if you have any questions regarding financial options.
6. Emergencies: It is our goal to eliminate all of the potential dental emergencies you may have by providing care for you before it becomes a problem. In the rare instance that you do have an emergency we will provide you with the next available emergency appointment.

In closing, our goal is to create an exceptional experience every time you visit our office. Please feel free to discuss any issues that arise. No problem is too big or too small.

Yours in health,

Dr. D'Alfonso

I have read and agree to the terms of the Appreciated Patient letter.

Patient Signature _____

Patient's Printed Name _____

Date _____