

Office Policies
Updated 10/26/2020

Brodhead Dental Clinic

- Appointments: Your appointment time with the dentist is a reservation that we hold for you. It is your responsibility to remember your appointment time. We will attempt to remind you of your appointment time 24-48 hours in advance. Most appointments at our office are scheduled for 1 hour. If you have questions regarding your treatment or bill please show up early or call our office to discuss prior to your appointment. Otherwise we may not have enough time to complete treatment.
- Cancelled Appointments: If you need to cancel your visit we ask for as much advance notice as possible to fill that appointment time. Appointments cancelled within 24 hours will be considered a late-cancel.
- Missed Appointments: Patients who do not show for their appointment, and do not provide us notice, will be considered a no-call/no-show.
- Financial Policy: A copy of the financial policy is provided to all patients, please ask a staff member if you wish to review our financial policy.
- Fees: Our fees are set based on local market study and fair amounts to run a successful practice. Fee updates are critical to sustain a dental practice. Patients who have had planned treatment 6 month prior to a fee update will have those fees honored if the treatment is completed in the 6 months after a fee update and the patient's account is paid. 6 months after a fee update all treatment plans will default to the new fee schedule.
- Active/Inactive Patients: A patient is considered an active patient of record if they have had a dental visit in the last 2 years. Patients will be inactivated for a number of reasons including missed appointments or non-payment of fees. The dentist and/or patient can terminate the provider/patient relationship at any time. The Brodhead Dental Clinic is not liable for emergent care needed by an inactive patient. A more detailed policy on this is available from our office by request.
- Treatment Room: The patient is the only person permitted back in the treatment room unless the patient is a minor or adult with disabilities who requires a caretaker. If the patient is a minor or adult requiring assistance, one adult may accompany them. The adult accompanying the patient must not interrupt the clinical team from providing care. Please silence all cell phones in the treatment rooms.

*This is not a full list of our office policies. Policies may be updated, removed, or added to at any time by the Brodhead Dental Clinic.

I have received a copy of the Office Policies, and accept the terms and conditions.

Patient (or representative) Signature: _____ Date: _____

Print Name: _____