**BRAD M. FREEDMAN, DDS & ASSOCIATES**

Office Information Sheet

Office hours are by appointment only. Extended hours may be available for select procedures and are at the discretion of the doctor. Our office uses a 24 hour emergency pager service when we are closed. In order to access this system, please call the office and the recording will provide instructions concerning the use of the pager.

Account Management

Payment is expected at the time services are rendered. **We will gladly submit a claim to your primary insurance carrier and accept assignment of benefits if you provide a valid insurance card.** All yearly deductibles and any estimated patient co-payments will be collected at the time of service. If we have not received payment from the insurance company within 30 days, the account will need to be paid in full by the patient and continued efforts to collect from the insurance company will become the patient’s responsibility.

Broken Appointments

The appointment times with your doctor and hygienist are of high value and demand; therefore, we would greatly appreciate your making every effort to keep all scheduled appointments. However, if it is necessary to change an appointment we do **require 48 hours notice**. If cancellation occurs within 48 hours prior to the appointment, a broken appointment fee will be assessed. The amount of the fee is determined by our Business Manager and is based on the amount of time allotted for the scheduled appointment. We will be unable to reschedule another appointment until the broken appointment is paid in full.

Two days prior to your appointment we will make every attempt to confirm your scheduled appointment time via telephone or email. Please remember this is a courtesy. If you are unable to confirm your appointment during normal business hours, please leave a message confirming your appointment on our answering machine. We also offer ***Demand Force.*** This is an online communication program that will contact patients with a reminder email 14 days before their appointment and then email 4 days before appointment for confirmation. Also uses a texting program to keep you up to date on your upcoming appointments.

In the event that you are late, we may not be able to keep your scheduled appointment. If that occurs, we will reschedule your treatment at a mutually convenient time. If you have come to the office in an attempt to keep your scheduled appointment, we will waive any broken appointment fee.

Delinquent Accounts

In the event an account becomes delinquent, it is the responsibility of the patient to pay the actual and reasonable collection agency and/or attorney’s fee (~43%). An account is considered delinquent after 60 days.

If you have any questions regarding our processes, please feel free to ask the Financial Manager prior to you appointment. Our clinical and administrative staff will make every effort to provide services in a timely and courteous manner. With a collaborative commitment to these goals, we can complete your dental care with the utmost quality. We thank you for choosing us to be your dental provider and look forward to assisting you with your dental health. Thank you.

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_