

2023 OFFICE POLICY
APPOINTMENTS

Appointments are scheduled by the patient and therefore must be kept or cancelled by the patient. It is the patient's responsibility to keep up with appointment dates and times. The office staff is not required to confirm patient's appointments; these calls are courtesy calls. All appointments require a **48 HOUR CANCELLATION NOTICE** prior to the scheduled appointment. Patients may call and leave a voicemail message after hours on business days to cancel or confirm appointments. We reserve the right to charge a fee for all appointments broken or changed short notice without proper notice. There will be a **\$45 broken appointment fee** applied to broken 1 hr. cleaning/restorative appointments and **\$100 per hour fee** to broken appointments on the doctor's schedule (2 hour cap)(ex: crown appts). These fees must be paid prior to re-scheduling. Patients who break an appointment **3 times** within a year will be subject to dismissal. We also reserve the right to reschedule any appointments due to late arrival. Patients who arrive 10 minutes after scheduled appointment time will be rescheduled; **two or more** will result in a broken appointment fee.

Collection

*All payments are due prior to procedure on date of service. Any outstanding balance is due prior to making an appointment. Any account with an outstanding past due balance in excess of 90 days, will be turned over to a collection agency unless proper payment arrangements are made. The responsible party will be liable for any collection fees that may incur.

Dental Records/X-ray(s)

All radiographs will require a signed release of records prior to leaving the office.

Agreement

I understand that I am responsible for all charges incurred as well as those not covered by insurance as a result of services rendered in the office of DR. MARK A. JONES D.D.S., PA.

I HAVE READ, UNDERSTAND, AND AGREE TO ALL STATEMENTS OUTLINED ABOVE.

Signature _____ **Date** _____

Print Name _____

Witness _____ **Date** _____