

## Atlantic Dental Cosmetic & Family Dentistry

12308 Ocean Gateway, Suite 6  
Ocean City, MD 21842  
(410) 213-7575

Welcome to our office. We are pleased that you have selected us to assist you with your oral health. We are committed to quality care and pride ourselves in making dentistry a pleasant experience. Our primary goal, whenever possible, is the retention of your natural teeth and good oral health. We have found that achievement of this goal necessitates a partnership of mutual respect and responsibility. We ask for your full participation in this endeavor. If at any time you have questions or concerns regarding anything in this office, please feel free to speak with us.

Our office hours are as follows: Monday through Friday from 8:00 am to 4:00 pm. This practice consists of two dentists, six hygienists, and two receptionists who will be happy to accommodate you during regular office hours. If you should have an emergency after normal working hours, please call the answering service at our telephone number listed above.

Please take a few moments to review the following information, which outlines our office and financial policies.

What our patients can expect from us:

- 1.) An excellent degree of professional skills, which allows us to practice high quality dentistry.
- 2.) A dedication to your oral health care.
- 3.) The highest effort to make your visits as comfortable as possible.
- 4.) Fees that are fair and just for the services provided.

In return, we expect from our patients:

- 1.) Cooperation in making and keeping your reservation. Patients arriving late may have to be rescheduled, so thank you in advance for your promptness.
- 2.) A conscientious effort toward good oral hygiene.
- 3.) Recall visits to maintain optimum oral health, two, three, or four times a year at the discretion of doctor and hygienist. Radiographs (x-rays) are an important implement that we use routinely in your diagnosis. This should be done at least once a year for optimum dental health.
- 4.) Payment is expected at the time of service.

**Reservations:** When a reservation is made, the time is specifically set-aside for you and your treatment. Your reservation card serves as confirmation of your treatment time. We ask that you honor your commitment to your reservation. Cancellations made without 48 hours prior notification are considered missed reservations. If you fail to keep **two** of your prior reservations within a 12-month period, we will require you to pay up front for your next scheduled treatment, **or** choose to be placed on our call-list should another time slot open. The upfront reservation fee is \$100 for each half-hour of time needed and remains in effect for 18 months. The upfront fee will be forfeited if an appointment is not kept. Upon the end of the 18 months, the funds in your account can be used toward dental work, copays or refunded to you. This helps us to cover the costs incurred during your reservation time in your un-notified absence. A reminder for your reservation will be sent to you via telephone, text or email 48 hours, and /or 2 weeks, in advance. It is important to keep your contact information up to date with us.

**Payment for services:** We accept payment by Cash, Personal Check, MasterCard, Discover, American Express or Visa. (There is a \$25.00 charge for any returned check.) Payment is expected at the time of services are rendered.

**Dental Rebate:** For those with dental coverage, please remember that your policy is a contract between you and the rebate carrier. It is your responsibility to familiarize yourself with your rebate coverage. If you have specific questions regarding rationale for a rebate for certain procedures and lack of coverage for others, please contact your carrier directly. You will be expected to pay your portion of the fees at the time of service. Your portion will be based on the information we have regarding your specific plan. Please understand that the percentages quoted by rebate companies are often based on what the rebate companies consider "usual and customary" fees, which may not be in accordance with the fees of this office. Thus, a balance may be due from you once the rebate company has made its payment. As a courtesy, our staff submits claims (usually on the day of service.) Most company's process claims within 30 days. Once the claim is cleared, we will bill you for any balance the rebate company did not cover or refund to you any overpayment made on your account. However, if claims are unduly delayed in processing by your carrier (i.e. 60 days), any outstanding balance on the claim may be transferred to your account and will become due and payable by you at that time. Accounts with a balance of 30 days past due will incur 1.5% finance charge in addition to a five dollar processing fee at each billing. If the account is sent to collections due to no payment within a reasonable time, the patient and/or guarantor or responsible party shall be responsible for and agree to pay all reasonable collection costs including but not limited to, reasonable collection agency fees, attorney's fees, and court costs.

To avoid late payment by your carrier, you have the option to pay for your treatment at the time it is rendered and have the rebate company reimburse you directly for their portion.

Please advise us of any changes in your rebate coverage. Should a claim be submitted to the incorrect carrier due to your failure to update your account information with us, the total amount due will be transferred to you! It will be up to you to pay the balance and submit your claim to the correct carrier for reimbursement.

**I have read and accept the policies as outlined above.**

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Signature

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Date