

Dear Patient:

We would like to welcome you to Peacock Dental and explain a little about our office policies. We are delighted that you have chosen Dr. Mirela Giurgiu as your general dentist she is able to advise you on and tend to all your oral health care needs. We believe in creating vibrant and healthy smiles using the most advanced quality dentistry to exceed our patients' expectations. Beginning with the overall health of your mouth, we can provide you with the smile that you have always dreamed of having. We would like to provide you with information to make your experience more comfortable.

Office Hours:

Monday through Wednesday 8:00am to 5:00pm

Thursdays: 9:00am to 6:00pm

Fridays: 8:00am to 12:00pm

Someone is always available to answer your call during office hours, after regular hours you may leave a message on our voicemail for non emergency concerns. If you have an afterhours emergency please don't hesitate to reach our emergency line at 954-822-9132.

Our mission is to provide outstanding quality oral health care to our patients. In an effort to keep the costs of care affordable, we have developed office policies and procedure regarding payments. We appreciate your assistance in meeting this goal by keeping demographic and insurance information current and paying any out pocket expenses at the time of service.

Our patients can expect from us:

- A high degree of professional skill and ability
- Dedication to your oral health care needs
- Reinforcement of the preventative care philosophy
- Fees that are appropriate for the services provided

In return, we expect from our patients:

- Cooperation in making and keeping appointments
- Your payment of fees (for which you are personally responsible) at the time of service
- Your active and ongoing assistance in keeping our office informed of any changes in your medical history
- Notifying us of any changes and/or providing us with your current dental insurance information

Cancellation Policy:

Each appointment is made especially for you. We try to accommodate your schedule by giving you a choice of appointment times. We ask kindly that you give us 48 hours notice to cancel your appointment. A \$50 charge may be billed in the event of a Broken Appointment of cancelled appointment that was not cancelled 48 hours prior to the appointed time.

Insurance Policy:

For our patients with insurance we will courteously file your insurance claim in a timely manner with the understanding that we cannot guarantee payment from your insurance carrier and that you are ultimately responsible for any unpaid balances. We remind you that your specific policy is an agreement between you and your insurance company.

Financial Policy:

We accept all major credit cards and Care Credit. We work with Care Credit to give you greater financial arrangement opportunities. Statements will only be mailed for balances higher than \$5.00. We will gladly take payments for any amount over the phone. A finance charge of 1 ½% per month may be levied on all balances over 90 days.

In order for our newly formed relationship to be mutually satisfying and beneficial, we ask that at any time you have a question or are unhappy about treatment, service, attitude of the office team, or fees, you will address it promptly and openly.

Again, welcome to our practice. We are happy to have you as a new member of our family!

Please Sign and Date

Signature: _____ Date: _____