

# Conlin Dental Office

## Welcome to our clinic!

Please take a few minutes to read our **OFFICE POLICY**: Our team believes that our patients comfort during their time at our dental clinic is of the utmost importance. Please let the team here at Conlin Dental Office know if you or a loved one has any special concerns or needs, so that we can provide you with personalized care.

1. Our fees are based on the **CURRENT YEAR FEE GUIDE SCHEDULE** of the Ontario Dental Association.
2. All dental services are payable at the time dental care is provided. Conlin Dental Office **DOES ACCEPT DIRECT PAYMENT FROM INSURANCE** provided the plan your employer has purchased allows payment to come to our clinic directly. The following **must** be provided to ensure your dental claims are submitted on your behalf.
  - Appropriate insurance information such as the policy number and ID numbers
3. Due to changes in the Federal privacy policies, insurance companies are unable to release details of your insurance coverage to our office without your consent. If you require our knowledgeable team to follow the payment guidelines of **your** policy then we ask your assistance in obtaining current and accurate coverage information. Without this current information we cannot assist you with your financial questions. Any further questions pertaining to your dental coverage your employer purchased should be directed to your human resource department.
4. Payments can be made via, Visa, MasterCard, debit, cash or e-transfers for your convenience. If extended payment options are required then please ask one of our administration staff about our financial options we have for our patents. Please note that there is a 2% interest charge for any accounts that are left unpaid.
5. Your appointment is a reserved time exclusively for you. If you are unable to keep your scheduled appointment then please be advised we require **1 business day** prior to your appointment for any changes to your reserved time. We regret that we must impose a charge for missed appointments without notice.
6. Our office is equipped with electronic processing (EDI) for insurance claim submission. Please sign below to authorize us to process your claims electronically.

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Signature of patient or guardian

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Date