



## OFFICE POLICIES

Welcome to Seattle Special Care Dentistry! Our office is dedicated to providing the highest quality dental care with our experienced doctors, staff and specially-equipped dental facility. While we focus on the care of medically complex patients, we also enjoy treating healthy adults and children.

We are proud that our private practice partners with Swedish Medical Center to host its Hospital Dentistry residency program. Each year, three licensed dentists are selected to spend a year with us to expand their dental training. These doctors may be involved either directly or indirectly in your dental care.

The following is a detailed explanation of our office policies; please become familiar with them. Our doctors and staff will be happy to answer any questions you may have. We look forward to getting to know you and thank you for selecting us to care for you and your dental needs.

## APPOINTMENTS

### ***ARRIVAL***

Check in time is **10 minutes** prior to your scheduled appointment time. Upon arrival, please be prepared to present your photo ID and insurance card, if applicable. If you require specialized transportation to our office, or come from a long distance, please allow enough time to get here before your scheduled appointment.

### ***CANCELLATION, LATE, MISSED APPOINTMENTS***

Appointment times have been arranged and reserved specifically for you. Out of respect and consideration to our staff and other patients, please plan accordingly and arrive on time.

- All cancellations with less than 24 hours notice will incur a **\$50 fee** "per hour reserved" for the missed appointment. (i.e., if your appt was for 2 hours the charge will be \$100.)
- If you arrive more than 15 minutes late for your appointment, it will likely be rescheduled and will incur a **\$50 fee**.
- After two missed/failed appointment attempts, you will only be reappointed at our discretion.

### ***IV SEDATION AND GENERAL ANESTHESIA APPOINTMENTS***

When scheduling appointments that include IV SEDATION or GENERAL ANESTHESIA, a **deposit of \$300** will be required at the time the appointment is made. This deposit will be applied to your account when the appointment is completed. Your deposit will be forfeited for either of the reasons listed below:

- Cancellation of the appointment with less than 24 hours notice
- Arriving unprepared for your procedure (i.e., not following pre-operative instructions such as no food or drink 6-8 hours prior to the appointment time, failing to take prescribed pre-medications, arriving without an escort.)

Due to the length of sedation/general anesthesia appointments, as well as consideration of other patients in the reception area, please make alternate arrangements for any childcare needs. We have limited seating availability and our front office staff cannot be responsible for unattended children.

## FINANCIAL POLICIES / PAYMENT ARRANGEMENTS

### GENERAL POLICIES

Your doctor and hygienist will customize a treatment plan tailored to meet your individual dental and medical needs. Our fees reflect the type and complexity of the treatment being rendered as well as the usual and customary rate for our geographical area.

- The ultimate responsibility for payment of all fees is the obligation of the patient regardless of any insurance payment.
- All fees are *due in full at the time the service is completed* unless alternate financial arrangements have been made prior.
- Select procedures require a partial or full payment in advance of treatment. We will inform you when this is the case.
- A finance charge of 1% per month will be charged on accounts with an unpaid balance exceeding 90 days.
- All emergency dental services and any dental services performed without previous financial arrangements must be paid in full at the time services are rendered.
- We do not offer any financing options through a third party; however, we do accept VISA, MASTERCARD, or DISCOVER CARD in addition to checks and cash. Many financial institutions have health care loans you can apply for.

*Note: We strive to advise you of the estimated costs involved before any treatment is initiated. If you feel these costs have not been adequately explained to you, please inform us.*

### INSURANCE BILLING

As a service to you, our office is pleased to bill any private health insurance company for which we receive **complete** billing information. In cases of confirmed insurance coverage, you will be advised of your estimated patient portion and any co-payment or deductible. Your payment portion will be due at the time of service.

Please note the following:

- If we are not participating providers for your insurance company, benefits may be denied or reimbursed at limited or "out of network" rates.
- Most insurance plans do not reimburse dental treatment at 100% coverage and benefits are typically limited due to annual maximums.
- While we may have some knowledge about your specific policy, the number of insurance carriers and dental plans is too great for us to know the specifics for every plan.
- **We are unable to bill MEDICARE for your treatment.**
- **We are unable to bill to any third party such as attorneys, businesses, care facilities, or non-dental insurance carriers.** Please pay us directly and have them reimburse you.

We want your financial arrangements to be clear. We encourage you to schedule a financial consult with our Billing Specialist prior to any treatment rendered.

### CONTACT INFORMATION

If you have any questions regarding our office or financial policies, please let our front office staff know and they will be glad to direct your questions to the appropriate person. Our contact information is as follows:

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