

**To My Appreciated Patient,**

This year marks the beginning of many exciting changes. Our vision is to create a warm, welcoming and family oriented environment that offers quality dental health care. We expect, everyday, as your team of caring, honest professionals to earn the loyalty and trust of patients, who will in turn appreciate our value and time. We intend to be committed to your overall well being by focusing on patient education and offering choices of available care, which will impact your health in a positive way.

Therefore, the following policies must be agreed upon:

1. No-shows are not acceptable. Failure to make an appointment not only compromises your health but inconveniences other patients who may have requested an office visit during your scheduled appointment. If you cannot make an appointment (except in the case of an emergency) you are expected to call within 24 hours of your appointment to reschedule. There is a \$50.00 fee for all no-show appointments and this fee is not covered by insurance.
2. We request that you be on time for your visits. If you are more than 15 minutes late, you may have to reschedule your appointment.
3. If you miss an appointment we ask that you call to reschedule. It is critical to your health to do so to avoid setbacks in your oral health.
4. Insurance: Treatment recommendations are based on your health not on your insurance or lack thereof. If you have insurance it is your responsibility to be aware of what your benefits are. Remember insurance companies are not concerned about your health or well being – we are. As a courtesy we will provide you with an estimate of benefits' however you are fully responsible for any treatment performed. Your benefits are a contract between you and your insurance company. As a reminder, we cannot be responsible for what your insurance will or will not cover.
5. Emergencies: It is our goal to eliminate all of the potential dental emergencies you may have by providing care for you before it becomes a problem. In the rare instance that you do have an emergency we will provide you with the next available emergency appointment.

Sincerely,

Dr. Wendy Swantkowski and Team

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(Patient Signature)