

Olson Family Dentistry Office Policies

Office Credit Policy

We believe communication concerning financial arrangements is vital in order to establish a mutual understanding. This is the foundation of a long-term beneficial relationship based on trust and integrity. If at any time you have questions regarding fees or treatment, please do not hesitate to communicate these concerns with us.

To our patients who have Dental Insurance: As a courtesy to you, we will gladly process insurance at no charge. However, regardless of your insurance coverage, you are always responsible for the total cost of dental treatment.

To our patients who do not have Dental insurance: We deliver the finest care at the most reasonable cost to our patients, therefore, payment for dental treatment is expected when service is rendered. For accounts involving major treatment, we require a payment of ½ the total fee at the initial appointment, with the balance at the final appointment.

+ For your convenience we accept cash, checks, VISA, MASTERCARD, and Care Credit. Six month extended payment plans are available upon request for major treatment. Prior arrangements are needed.

+Accounts over 60 days from treatment date accrue interest at 1.5% monthly (18% per annum). In the event of default, I understand my responsibility to pay legal interest on the indebtedness, together with such legal costs and attorney fees as may be required to effect collection.

Missed Appointment Policy

Our goal is to provide quality individualized dental care in a timely manner. "No-Shows", and late cancellations inconvenience those individuals who need access to dental care in a timely manner. We would like to emphasize you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of dental care.

CANCELLATION OF APPOINTMENTS: If it is necessary to cancel your scheduled appointment, we require that you call at least **24** hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely dental care.

HOW TO CANCEL YOUR APPOINTMENT: To cancel appointments, please call 563-263-8821. If you need to leave a message, please leave your name, phone number and we will return your call.

1 NO SHOW/Late Cancel- We can reschedule

2 NO SHOW/Late Cancel- We will only schedule "Day of Only" (Pt can call day of, and if there is an opening, they can be scheduled same day. NO SCHEDULING in advance.)

5 minutes late, we reserve the right to reschedule your appointment.

Please Sign: _____

Date: _____