



Office Policies

Welcome To Our Office!

We appreciate the trust you have placed in us! Every effort is made to honor that trust by providing the quality of dental care you require and deserve. One of our primary concerns will be to make you feel comfortable in our office as our patients are the most important part of our practice. Our goal is to provide high-quality personalized care by utilizing the most up to date materials, procedures and equipment. We practice general dentistry with

an emphasis on prevention. Our care includes all phases of dentistry, however, if the treatment needed is beyond our scope, we are happy to refer you to a dental specialist.

We see all patients on an appointment only basis. Every effort is made to honor all time commitments, unfortunately emergencies do occur which may occasionally cause delays in our schedule. If you are unable to keep a scheduled

appointment, please notify our office at least 24 hours in advance. This courtesy makes it possible for your appointment time to be filled by another patient.

****For patients who fail to keep an appointment, there will be a \$30.00 missed appointment fee. Repeated missed appointments may be cause for dismissal from the practice.****

Hours & Payment Information

Office Hours:

***Monday through Thursday
Friday***

**8:00am – 5:00pm
8:00am – 12:00pm**

****Payment is due at the time services are rendered unless prior financial arrangements have been made. All applicable co-payments and/or deductibles are also due at the time services are rendered for insured patients. We accept cash, check, VISA, MasterCard and Care Credit.****

A copy of your current insurance card and a valid photo ID is required for each patient. As a convenience to you, our office will file your insurance for completed dental

services. Since each insurance policy is different, the patient is responsible for understanding their policy so as to best benefit from its use. If a patient has specific questions in regards to their policy or needs assistance understanding their policy, we will do our best to assist each patient based on individual circumstances.

Our office does accept Medicaid for qualifying patients. The patient must be a resident of Montgomery County or Radford City and must present a current Medicaid card prior to each visit. Eligibility

for each Medicaid patient will be verified prior to each appointment scheduled.

For any additional balance on a patient's account after insurance payments have been rendered, payment in full is due within 30 days. For outstanding account balances over 30 days, there will be a 2% monthly finance charge. Any outstanding account balance over 90 days will be submitted to a collection agency for payment. There will be a \$25.00 returned check fee for any check returned by the bank.

We are happy to include you into our family at Cook Family Dentistry!

Patient/Guarantor Signature _____ Date _____