

Scident Family Dental Clinic- Office Policies

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Welcome to Scident Family Dental Clinic

It is our optimal goal to provide you and your family with the highest quality of dental care, while maintaining a friendly and relaxing environment. To keep our standard of care to a level which best serves your dental needs, we ask you to please observe the following guidelines:

General

- 1.) Patients should inform our office of any address and or telephone number changes as soon as possible. That avoids missing your reminder calls for appointments and also any information that we need to convey to you regarding your dental health.
- 2.) Patients understand that accepting insurance payment on their behalf is a courtesy. Our office will do its best to process and accept claims on your behalf, but if the insurance provider does not reimburse in full, the patient is responsible.
- 3.) In certain circumstances our office may find the need to have your insurance reimburse you directly for any treatment performed. This may occur if we have problems receiving information or payment from the insurance company or if your policy has an agreement with your employer to only pay the subscriber of the plan.
- 4.) Payment of services is due upon date the service, in full. If we are accepting payment from your insurance, the portion not paid by the insurance must be cleared from your account on the day of treatment. For patient convenience we accept Visa, Master Card, American Express and Interac. We are unable to process personal cheque.
- 5.) If you should receive correspondence from your insurance, or a change in your insurance coverage or policy please inform our office well in advance so that we can confirm this new information with the insurance company before your next appointment. If information is not given a minimum of 24 hours before an appointment we may not be able accept the insurance for that appointment and would make arrangements for the insurance to reimburse you directly.
- 6.) Appointments booked with a patient are the responsibility of the patient. We require 2 full working days (48 hours) notice for changes or cancellations in appointments, unless there has been an emergency that has prevented you from attending. As a courtesy, our office will try to contact patients to remind them of appointments, but appointments are confirmed when booked and for cleaning appointments we contact patients to confirm 1 week prior to the appointment and if requested by the patient we will try to remind the day before.
- 7.) Patients are responsible to attend their appointments for the treatment and length of time that has been reserved with them unless, there has been a change in the treatment plan by the dentist or other treatment has been accessed as being more urgent.
- 8.) Patients are asked to return any calls we make to confirm appointments or otherwise. This will maintain open communication with our office to avoid confusion regarding appointments, treatment plans and insurance matters.

- 9.) Please turn your mobile phone off or set it to vibration as a courtesy to other patients and to prevent disturbance of the treatment area.
- 10.) Please do not enter the clinical area without permission, unless using the bathroom facilities. Treatment is in progress throughout the day and we would like to maintain an efficient and productive clinic with minimal interruptions.

Appointments

Our office is open extended hours for the convenience of our patients, and in consideration of their work schedules and children’s school responsibilities. Our regular office hours are Mondays to Wednesdays from 9:40 A.M. to 6:30 P.M., and Saturdays from 9:00 A.M. to 5:00 P.M. Our office is also open on Thursdays and Fridays from 10:00 A.M. to 2:30 P.M. for reception services.

Cancellation Policy

There are many times when our patients require urgent or emergency treatment and therefore require an appointment as soon as possible. When patients give the clinic an advanced notice of their need to cancel a scheduled appointment, this time can in turn, be allocated to these patients in need of urgent treatment. In this way the clinic can best serve the needs of ALL patients.

Bearing these special needs in mind, the clinic requires a minimum of 48 hours notice if an appointment must be cancelled. A patient research project carried out by the Canadian branch of the Academy of General Dentistry, the second largest dental organization in the world, shows that most patients who cancel appointments do so in the belief that a scheduled appointment is a matter of convenience, whereas patients who keep their appointments do so because they see a scheduled appointment as a commitment to be honoured. Surveyed patients who cancel scheduled appointments were surprised to discover that a cancelled appointment on short notice (less than 48 hours) can adversely affect many other patients, specifically those who *are suffering and in pain*. Keeping in mind that the goal of the Scident Family Dental Clinic is to serve the needs of all patients, especially the needs of those in acute pain, the practice policy is that patients wishing to change their commitment to scheduled appointments for the sake of their convenience must give the practice a minimum of 48 hours notice. If less than 48 hours notice is given to cancel an appointment, a \$50.00 fee* will be assessed. In the event that *no notice is given and the patient does not show up for their scheduled appointment*, a \$50.00 fee* (* *Exceptions may be made for illness or personal tragedy*) will be assessed.

In the event a patient does not “show up” on a second occasion, the practice policy is to ask the patient to find a different practice, at which point our administrative staff will be happy to transfer that patients records to a new office with a letter explaining why the transfer is being made. Please note that insurance companies do not cover fees for broken appointments, therefore payment is the patient’s responsibility.

Payment Policy

Unless prior arrangements have been made, payment is due upon completion of treatment. Please note that not all services may be covered by your insurance carrier and every insurance plan has its own unique “quirks” and exceptions. It is the patient’s responsibility to cover procedures that are not covered by their insurance plan.

We at Scident Clinic look forward to taking care of your oral health needs and welcome you and your family to our team of dental professionals.

I have read the above policies of the Scident Clinic and understand my responsibilities as a patient.

Signature of patient:

Date:

Scident Family dental clinic

