

Welcome to our dental practice! We would like to explain our office policies so our future relationship will be a pleasant one.

APPOINTMENTS: An appointment in our office is a contract of time reserved just for your treatment- with the only exception being an emergency toothache. Out of regard for our patients' valuable time and busy calendars, we schedule all appointments carefully to limit your waiting to an absolute minimum. We request the same courtesy from our patients. **We require a 24 hour notice on a business day if you are unable to keep your scheduled appointment.** If you late cancel or miss your appointment without a **24 hour notice** we charge you a fee of \$49.00.

OFFICE HOURS: Monday, Wednesday, Thursday, Friday 8am-5pm
Tuesday 8am-7pm
Saturday 8am-12pm

FINANCIAL: **Payment is due at time of service.** We are insurance providers for Delta Dental of MA and BC/BS-Dental Blue. With all the new types of coverage being offered today it is always best to call your insurance company and make sure you have benefits at our office. We will also submit claims for most private insurance companies. Our front desk staff will pretreat all treatment prior to dental work being performed to resolve any possible issues. Outstanding balances over 60 days past date of service will now incur a monthly interest charge of 1.5%.

RECORDS: If you have current x-rays from a former dental office, please bring them with you to your first appointment. Full mouth x-rays are good for 5 years and bitewing x-rays are good for 18 months.

Once again, welcome to our office. If you ever have any problems or questions, please feel free to give us a call.

Sincerely,

Lightship Dental Office Staff

Sign: _____

Date: _____

Print: _____