

Chesapeake Comprehensive Dentistry, P.A.
1346 S. Division St., Suite 104
Salisbury, MD 21804
(410)749-0108

We would like to welcome you to our dental practice and explain a little about our office policies and goals. We believe in the theories of Modern Dental Care which do not support the old premise of "When it hurts-fix it." Through proper preventive care and regular checkups, we believe that it's highly likely that most of our patients can expect to keep all of their teeth for their lifetime.

Our office hours are as follows: Monday through Thursdays from 7:30am to 5:00pm, and open some Fridays. This practice consists of three dentists, three hygienists, and two receptionists who will be happy to accommodate you at any time during regular office hours. If you should have an emergency after normal working hours, please call our answering service at (410)749-0108 for further instructions.

Our patients can expect from us:

- An excellent degree of professional skills, which allows us to practice high quality dentistry.
- A dedication to your oral health care.
- The highest effort to make your visits as comfortable as possible.
- Fees that are fair and just for the services provided.

In return, we expect from our patients:

- Cooperation in making and keeping appointments. Patients arriving late may have to be rescheduled, so thank you in advance for your promptness.
- A conscientious effort toward good oral hygiene.
- Recall visits to maintain optimum oral health, two, three, or four times a year at the discretion of doctor and hygienist. Radiographs (x-rays) are an important implement that we use routinely in your diagnosis. This should be done at least once a year for optimum dental health.

Payment is expected at the time services are rendered. We make every effort to assist you with your particular insurance coverage. Although it is not required, we will prepare and submit your insurance claim form, at no cost, as a courtesy to our patients. Please keep in mind that dental insurance is a contract between the employer and the patient. It has no connection at all to the provider of dental treatment, unless that provider has a specific agreement with the insurance company. A 20% deposit will be waived on preventative treatments if the insurance carrier promises 100% coverage of our usual and customary fees. **SHOULD YOU NOT PAY YOUR ACCOUNT WITHIN THIRTY (30) DAYS AFTER BILLING, INTEREST WILL BE ADDED TO YOUR ACCOUNT AT THE RATE OF 18% PER YEAR.** After 120 days of no payment on the account or an effort made with our office to decide upon a payment agreement, your account will then be referred to Bay Area Receivables, Inc. (Collections). You will then be responsible for not only our balance, but the collection agency's fees, attorney's fees, and court costs.

Appointments are reserved specifically at your request, when missed, there incurs a loss for everyone, including the patient. Missed appointments or cancellations within less than 24 hours' notice could possibly incur a \$50 broken appointment charge. Please try to make your appointments you know you can keep.

In order for our newly formed relationship to be mutually satisfying and beneficial, we ask that if at any time you have a question or are unhappy about any treatment, fee or service, or attitude of our "Dental Team," you will discuss it with us promptly and openly.

Misunderstandings and/or lack of communication is the greatest obstacle to our continued friendship and professional relationship.

Respectfully,
Chesapeake Comprehensive Dentistry, P.A.

07/2/2018

Patient's Signature