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## OFFICE POLICIES

### **Appointments**

Your scheduled appointment is reserved specifically for your child. A change in your appointment affects all of our patients. If a cancellation is unavoidable, please call the office at least 24 hours in advance so that we may give that time to another patient. If 2 missed/cancelled appointments occur without 24-hour notice, our office reserves the right to charge a cancellation fee prior to scheduling a subsequent appointment.

Please plan to arrive 5 minutes or more before your scheduled appointment. This will allow time to complete any additional paperwork and see your child on time.

A parent or legal guardian (with official documentation) must be present in the office during the initial examination and any subsequent treatment appointments.

### **Insurance & Payment**

Our office is committed to helping you maximize your insurance benefits. Because insurance policies vary greatly, we can only estimate your coverage in good faith but cannot guarantee coverage due to the complexities of insurance contracts. Your estimated patient portion must be paid at the time of service. We will accept cash, personal checks, MasterCard, or Visa. As assistance to our patients, we will bill insurance companies for services and allow them 45 days to render payment. After 60 days, you are responsible for the entire balance, paid-in-full. If you have any questions, our courteous staff is always available to answer them.

For families that do not have dental insurance, we offer a discount on your restorative treatment plan if paid by cash, check or debit. If interested, our office manager will be happy to speak with you individually.

**Daniel Island:**  
899 Island Park Drive  
Daniel Island, SC 29492

**Main Office:**  
1000 Tanner Ford Blvd Suite 370  
Hanahan, SC 29410

**Moncks Corner:**  
216 E. Main St  
Moncks Corner, SC 29461