

Dr. David L. Parsons & Dr. Grant J. Haviland, D.D.S.
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336-498-2404

Welcome to our office! We are happy to have you as our patient and look forward to taking care of all your dental needs. Outlined below are our office policies. Please read over them carefully and feel free to ask any questions.

Appointments/Cancellation Policy:

Your appointment is very important to us and we have reserved a block of time to properly provide dental treatment. We recognize that unexpected illnesses or emergencies may happen. However, for all other situations we require a 24-hour notice to cancel an appointment. If you fail to cancel your appointment, you will be charged \$25.00-\$100.00 depending on the amount of time that was reserved for you. If you are more than 10 minutes late we may not be able to see you. You will be charged for that appointment time. Repeated broken appointments could result in dismissal from the office.

As a courtesy, we will try to call and remind you of your appointment. If we are unable to confirm your appointment we reserve the right to cancel it. Therefore, please always return our calls concerning your appointments. In addition, please keep us informed of all changes in your contact information.

Payment Policy:

Payment is expected at the time of service. We will be happy to give you an **estimate** of your expected costs before your appointment. Unfortunately we do not accept any payment arrangements. However, through our office you may apply for financing. (See financing section)

We accept Visa, MasterCard, Discover, cash, and checks. Unfortunately, we do not accept checks or credit cards for amounts under \$5.00. We do charge \$25.00 for all returned checks.

Insurance:

As a courtesy we will be happy to file your insurance for you. It is your responsibility to know what your coverage is concerning deductibles, wait periods, and exclusions. We can only estimate what your part will be at the time of your visit. Therefore, we will wait 30 days for your insurance to pay