



## **Patient Information**

At Pillager Dental we are committed to treating and preventing oral disease by addressing all aspects of oral health. With the exception of emergency treatment, all patients are scheduled for a complete oral examination and establishment of a treatment plan that will outline the sequential treatment of your oral health needs. We are concerned with your overall health, consequently an oral exam includes review of your medical history, examination of your teeth, soft tissue, and bone that support your teeth. Most dental disease is preventable with a solid understanding of oral hygiene. Instruction by the hygienist will help insure good oral health. More teeth are lost to gum and bone disease than to decay and rotting teeth. Although some insurance companies do not cover oral health instruction, it is essential to insure that a high standard of care is met. Pillager Dental believes that we would not be providing the best service to our patients if we did not include oral hygiene instruction that prevents or limits disease.

## **Appointment Policy**

In order to treat our patients in a timely manner we make every effort to stay on schedule, to do this we ask the following of our patients:

- As a courtesy to our patients, we will make every effort to confirm scheduled appointments ahead of time. Please do not consider it our responsibility to do so. If our attempts are unsuccessful, it is still the patient's responsibility to keep scheduled appointments and provide us with 24 hour advanced notice to change or cancel appointments.
- Patients are asked to arrive 15 minutes early to scheduled appointments in order to complete necessary paperwork. Arriving late to a scheduled appointment may result in the need to reschedule the appointment to another time.
- All patients who fail to arrive for their scheduled appointments and who cancel without 24 hours' notice will be noted as a failed appointment.
- After two (2) failed appointments, patients will be dismissed from the practice and will be required to seek care elsewhere

## Insurance and Financing

Pillager Dental accepts most insurance carriers and will make every effort to insure that our patients receive the benefits outlined in their plans, however it is the patient's responsibility to understand the coverage and benefits that are outlined in their individual plans. On the patient's behalf, we will electronically submit dental claims, along with any necessary x-rays that the insurance company may request. Prior to each appointment we will estimate the portion that the insurance company will not cover, and this amount is due on the day of service. We are able to only estimate your portion of the bill, and other specific questions should be directed to your insurance company.

For patients without dental insurance, payment in full is due at the time of service unless prior arrangements have been made. In the case of a minor, the patient's adult parent or guardian is responsible for payment at the time of service. All procedures that require laboratory work (ex. crowns, bridges, dentures etc.) will require ½ of the amount due to be paid before the case will be sent to the laboratory. The remaining ½ of the cost will be due on the day of insertion. Pillager Dental offers a 10% discount to patients paying with cash and a 5% discount to those that pay with a check on the day of service. Payment plans can be arranged using Care Credit for those that apply and are accepted. Patients' accounts will be considered past due 30 days after the day of service, unless arrangements have been made. Unpaid accounts will be subject to an outside collection agency or possible dismissal from the practice.

By signing below, patient states that they have read and understand the policies of Pillager Dental.

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Signature of patient

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Date\_