

## WELCOME TO OUR PRACTICE

Thanks for choosing our dental practice. We provide professional care in a comfortable setting.

APPOINTMENTS: Our office wants you to keep your appointment! We will contact you 48 hours before your appointment to remind you of the date and time.

- Tell us if you want a text, email, or phone call reminder.

If you need to CANCEL:

- Call us at least a day or two in advance if you need to cancel. Please don't wait until the appointment time to cancel as it makes it difficult to accommodate others.
- Our answering machine is on 24/7! Just leave a message, if the office is closed.

Help us stay ON TIME:

- Your appointment time is for you, please be on time.
- Running late? Call first to see if we can still see you. We may need to reschedule your appointment.

MISSED appointments:

- Inclement weather, car trouble, illness, and family emergencies happen: we understand if this causes you to miss an appointment. However we can't provide quality care if you consistently miss appointments and then we will encourage you to find another dentist.

## INSURANCE, INSURANCE, INSURANCE!!!

CHECK to make sure we accept your insurance.

PAYING for care:

- We will bill your insurance
- Payments, co-pays, and deductibles are due at time of treatment.
- Talk to us if you need to discuss payments.

UP TO DATE insurance information:

- Tell us if your insurance changes.
- We can call your insurance company to verify insurance coverage.

If you have any questions or concerns, please let Dr. Diaz know.

Thanks