

# DENTAL OFFICE FINANCIAL POLICY

ALBERT JOAQUIN JR DDS

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## OUR MISSION

Thank you for choosing our dental office for your dental care. Rest assured that every effort is being made to keep the cost of dental care down. Our primary mission is to deliver the best and most comprehensive dental care available in a caring and comfortable way at reasonable fees. An important part of the mission is making the cost of optimal care as easy and manageable for our patients as possible by offering several payment options.

We offer **4 PAYMENT OPTIONS** for your convenience:

1. We accept **cash, checks, Visa, Mastercard, and Discover** credit cards. If you'd like you can fill out a credit card pre-authorization form to have your credit card automatically charged on preset dates.
2. For larger cases where your responsibility is over \$500, a **cash discount** equal to 5% is given on your portion if the selected treatment plan is paid at the first visit that treatment is to begin.<sup>1</sup> The total discounted fee would need to be paid in full by either cash or check.
3. For **extended financing**, we offer convenient monthly payment plans available thru CareCredit<sup>2</sup> which allows you to pay for your treatment over time. We offer no-interest options as well as payment plans extending for as long as 60 months. There are no annual fees or pre-payment penalties and we can set up the plan in minutes right in our office.
4. You may select the **pay-as-you-go** option. With this option, you would pay for each visit's fees at the completion of that appointment. For procedures which take more than one appointment, such as crowns or dentures, the fee may be split up over the required number of visits.

*1 If you choose to discontinue care before treatment is complete, you will receive a refund less the cost of care received.*

*2 Subject to credit approval.*

- ✓ We ask that all treatment be paid for at the time of completion, or that one of the above plans is selected with definite plans for payment before treatment begins.
- ✓ Any balances over 60 days may be subject to a charge of up to 1 ½ per month (18% APR).
- ✓ If you have any questions, please do not hesitate to ask. We are here to help you access the dental work you want and need.

## CANCELLATIONS AND MISSED APPOINTMENTS POLICY (AND RUNNING ON SCHEDULE)

We value your time and we expect the same courtesy in return. If you have an appointment scheduled in our office, rest assured that we do everything we can to run on time. **95%** of our scheduled patients are **seen within 5 minutes** of their scheduled time. No, that's not a misprint. Since we do not double-book appointments, your appointment time is lost if you do not come to your scheduled appointment. Your scheduled time belongs to you and you alone.

We all experience last minute emergencies that prevent us from fulfilling our obligations and we understand when that happens. When you need to cancel or change an appointment, we ask that you kindly give us **24 hours notice** so that we may try to fill your appointment space with another patient who needs to be seen. There will be no fee charged as long as we receive your call at least 24 hours in advance. However, a fee of \$50 may be charged for habitual cancellations or failures without 24 hours notice. Remember, we value your time and we expect the same courtesy in return.