



Enlightened Dentistry

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TheBrandWellnessCenter.com

Our Practice Policies

Welcome to *The Brand Wellness Center!* We thank you for selecting us to serve your needs. Our entire team is dedicated to providing the highest quality of dental care and services to our patients. We take great pride in each team member's training and capabilities.

Please take a few minutes to read over Our Practice Policies. If you have any questions, do not hesitate to direct your questions to our Office Manager who will be most happy to address your concerns.

Thank you, and once again, welcome!

Our Mission Statement

We have established a compassionate environment to care for your total dental health needs. Our insightful team is dedicated to creating a new paradigm of dental healthcare that promotes healing with transformation of body, mind and spirit.

Office Hours

Our office is open Monday and Thursday 10:00 AM to 5:00 PM; Tuesday and Friday 11:00 AM to 7:00 PM. We are closed on Wednesday, Saturday and Sunday.

Regular Visits

Regular follow-up preventative care is very important to maintaining long lasting dental health. Therefore, we encourage our patients to adhere to the recommended visits. We will advise you when it is time for your next visit and help you with appointments that best suit you and your busy schedule.

Appointments

We strive to keep the waiting time for our patients to a minimum. We recognize that your time is valuable. Therefore we see all patients on an appointment basis (with the exception of emergencies). We consider each appointment to be an agreement and commitment between our office and our patients. We rely on you to abide by that agreement.

If you are not able to keep your confirmed appointment, please phone our office at least 48 business hours in advance of your scheduled time. This will enable us to reschedule your appointment and to fill your reserved time with another patient in need. We do not double book appointments; your scheduled time with the doctor is reserved exclusively for you.

Please be advised: Appointments canceled with less than 48 business hours notice will be charged a \$205.00 Broken Appointment Fee.

Emergencies

As emergencies do arise, we ask for your patience and understanding. Occasionally, we must see an emergency patient before or during your appointment time. We will try to inform you of any necessary changes ahead of time, it at all possible.

If you have an emergency, please call the office right away. We will do everything possible to get you in at the earliest opportunity. If we are out of the office, or if it is after office hours, please leave a message on our voicemail, as well as following the instructions for reaching Dr. Brand's voicemail. Contact Dr. Brand only for a dental emergency. DO NOT call Dr. Brand directly to make or change appointments.

Financial Arrangements

During your first visit, our Accounts Manager will meet with you and review financial policies of our office. **All payment is due at the time of service.** Prior arrangements may be coordinated with the Accounts Manager if you are unable to meet the financial expectations for the necessary treatment. Our office accepts all major credit cards, cash, and checks with photo identification. Additionally, we offer interest-free and extended payment financing through CareCredit® and other financing institutions.

In the event that a third party collection agency is involved, you agree to reimburse our office the additional fees of the collection agency, which may be based on a percentage (at a maximum of 33% of the debt), and all costs and expenses, including reasonable attorney fees that may be incurred in such collection efforts.

Insurance

As a courtesy to our patients, we will electronically file your insurance for you after the services are rendered. Payment in full, from the patient, is still expected at the time of services. Your insurance will usually reimburse you within 7-10 business days after receiving the claim. Should a problem arise with your insurance payments, we will do our best to help resolve the matter with your insurance company. If necessary, we may request that you contact your insurance company directly to assist with the resolution of the problem.

Our Commitment to You

We appreciate having you as a patient in our practice. We will do everything possible to deliver the highest quality care in a safe and comfortable environment.

Please do not hesitate to ask any questions that you may have about our services and office policies. If you are happy with our office, and the service you receive, feel free to tell your friends. We welcome new patients and appreciate it when our patients refer their friends and family to us.

Thank you!

Please sign below that you have read and received a copy of Our Practice Policies.

Signature _____ Date _____