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Our Office Policy

Thank you for choosing our office to provide you and your family with your dental care. We take great pride and satisfaction in helping you achieve and maintain optimal oral health. Our mission in dentistry is to provide you with quality service and modern dentistry by utilizing the latest in technology, materials, and techniques to achieve consistent as well as predictable treatment outcomes. In order to achieve our mission, we need your assistance in understanding our office policy.

Financial Policy:

- 1) Appointment Time: We understand that time is valuable, so please strive to be on time for your appointment. If there is change of schedule, please inform us 24 hours prior to your appointment. There is a cancellation fee of \$25 associated for any missed appointments or appointments not cancelled within 24 hours. As a courtesy, our staff will leave a reminder phone call on the number provided for contact, however it is your responsibility to know when your appointment is and inform our office of any demographic changes. We thank you for your understanding.
- 2) Payment: As a courtesy, our staff will verify your insurance benefit. We will assist you in working with your carrier to maximize your benefits and give you an estimate of your co-payment prior to your appointment. Our staff will also help you in taking care of your co-payment at the beginning of each procedure. For your convenience, we do accept cash, check, visa card, and master card. We also offer payment plan through Carecredit if needed, and we are here to answer any questions you may have concerning your benefit or treatment plan.
- 3) Record Transfer: There is a fee applied for transfer of records. Please be advised that it will require 5 business days for your records to be ready for transfer. The patient, or a guardian (if under the age of 18) is required to authorize and must sign the record release form prior to any records being transferred.
- 4) Responsibility for Payment of a Minor Child with Divorced Parents: The parent who brings a child to our office for care is ultimately responsible for payment of services rendered. It is the responsibility of both parents to follow any court-ordered divisions of financial responsibilities for payment or dental services without our involvement.

We thank you for allowing us to take care of your dental needs and look forward in serving you.

Dr. Yaung, Dr.Chen and Staff

Signature: _____ Date: _____