



## OFFICE POLICIES

Dear Patient:

As a courtesy to you, our dental office is happy to file your dental insurance for you at the time of your visit. Please bring your insurance card from your employer to your first appointment.

- **Your insurance may not always pay the total cost of your visit.**
- **You are responsible for the remaining balance that the insurance does not pay in full.**

We will ask you for the following at the time of your visit:

- The deductible amount applied by your insurance.
- The estimate co-payment amount at or prior to time of service.
- If you are self-pay, a full amount of payment is required at or prior to time of service.
- When you make an appointment, we require that you deposit at least \$25 to reserve an appointment.
- PLEASE read and follow the Appointment Policy.

We make every effort to remind you of your appointment 2 business days prior to your scheduled time. **Please call at least 24 hours ahead**, if you must cancel your appointment. Your cancellation call can make time for another patient in waiting. You can even leave a message for our **answering service** if you call after business hours. Please see the attached Broken Appointment and Cancellation Appointment Policy.

Dr. Pham is dedicated in preventive and comprehensive dentistry. On your first visit to our office, we take **a full series of oral X-rays and perform a comprehensive oral examination**. These enable us to propose a treatment plan for taking care of your dental needs.

If you have X-rays (i.e. four bitewings less than a year old or a complete X-ray series less than five years) from another dental office, you can transfer these X-ray copies to our office. You are the only person with the authority to request this service from your previous dentist.

If you have any questions concerning your treatment plan, fee for service or overall patient care, please discuss them with us openly and promptly. Communication is important for our professional relationship. Thank you for allowing our dental team the opportunity to serve you.

Most gratefully,

Management

---

Signature

---

Date

ENHANCED SMILES – ALEX HD. PHAM DDS, PA

414 S. York Street Gastonia, NC 28052 Phone: 704-865-6856 Fax: 704-865-5543

Email: [EnhancedSmiles@EnhanceYourSmileNow.com](mailto:EnhancedSmiles@EnhanceYourSmileNow.com) Web: [www.EnhanceYourSmileNow.com](http://www.EnhanceYourSmileNow.com) FaceBook: [facebook.com/EnhancedSmiles](https://facebook.com/EnhancedSmiles)