



To Our Wonderful Patients,

We would like to make you aware of the policies here at Gentle Touch Dental South.

Insurance Dropped:

Dr. Steele made a business decision to drop some insurance companies. This was a difficult choice, but here at Gentle Touch Dental South we want to treat you for what you need. We are committed to providing excellent, affordable and comprehensive dental care in a friendly and comfortable environment to people of all ages in Cheyenne and the surrounding communities. We care for our community, residents and those in need. This is the mission of our office. In deciding to drop some insurance, the factors that were taken into consideration were their low reimbursement rates and the fact that insurance companies have not raised their maximum allowance in over twenty years! Most insurances only allow \$1500 a year or less for dental care. We want to base your dental treatment on what you need for your oral health, not what the insurance companies determine. We do our best to give the most accurate estimates we can from the information your insurance company provides us. This is not a guarantee. We never know what they will actually pay until we receive the payment from them. We do file all insurance claims as a courtesy to you, but please keep in mind that this is a contract between your employer (or you) and the insurance company. We do not pick the plan for you. There are more than 1000 different insurance plans and we can not possibly know the information provided in all of them. Insurance rates, waiting periods, hidden clauses, out of network coverage and/or other such information is not negotiated by our office. As the subscriber/dependent, it is up to you to know your insurance. Our goal is to provide the best possible care to you, our patient.

\$50 deposit Required:

We try to run our business lean and mean. When a patient cancels on short notice or doesn't show up at all we are not making money and could have used that time to help other patients in need. Short term cancellations make it very hard or impossible to fill that appointment time. In order to reduce such occurrences, if you cancel on short notice (less than 24hr) or don't show up, we will require a credit card on file or \$50 cash to schedule your next appointment. This \$50 deposit is refundable to you or can be used as a credit toward your dental treatment if the rescheduled appointment is kept. If you do not keep your rescheduled appointment your credit card will be charged \$50. The \$50 will go to help cover the lost revenue of your appointment.

Treatment plans:

All of our patients receive a comprehensive exam and x-rays to address any issues you may be having or any treatment the doctor has diagnosed for you. We will go over the cost of your entire treatment so that you have a better idea to plan for your treatment. If you have any questions, we are happy to answer any concerns you may have.

Pre-Paid Treatment:

We require all restorative and deep cleaning treatment to be prepaid before scheduling. We reserve your appointment time for your personal treatment.

Confirmation of appointments:

We make every attempt to confirm your appointment with us. We use appointment cards, text messages, emails and phone calls. In return we ask that you confirm your reserved appointments for your scheduled treatment.

ALL APPOINTMENTS MUST BE CONFIRMED.

If appointments are not confirmed, we may cancel your appointment for a patient in need. Late arrival to your appointment, can result in the appointment being re-scheduled or using what time we have left to do what we can without running over into another scheduled appointment.

We do require a 24 hour verbal notice for all changes in the schedule, cancellations are not accepted on the answering machine.

I have read and received a copy of Gentle Touch Dental South's policies.

Today's Date: _____

Print Name: _____ Signature: _____