

Brite Smiles of Rhode Island

OFFICE POLICIES

In order to better serve our valuable patients, the office policies below are strictly enforced:

- **Broken Appointments:** your appointment is time that has been reserved for your dental care treatment and we strongly encourage all patients to keep their appointments. If you must change your scheduled appointment, we require at least 24 hours notice before your scheduled appointment time in order to avoid a \$50.00 No-Show fees. Excessive no-shows may result in dismissal from the practice.
- **Lateness:** Arriving late to your appointment may result in longer waiting time before you can be seen and/or not being seen at all that day.
- **Children under the Age of 18:** must be accompanied by their parent(s) or guardian.

Safety Compliance Rules & Regulations

The following rules and regulations are made to insure your safety

- Patients must remain in their assigned operatory or the office waiting area.
- Only one parent/guardian is allowed to accompany the patient into the operatory.
- All office rooms are employees accessible ONLY.
- Please ask employees for assistance when needed.

- **Medical History:** To help us protect your health, please inform us of any changes in your medical health history since your last visit.
- **Dental records processing:** Our office welcomes dental record forms; however, we ask to allow us an ample amount of time to process the provided forms.
- **Duplicate X-Ray processing:** A fee of \$20.00 and a signed release request form are required for each duplicate X-Ray request.
- **Dental Insurance:** We are happy to assist you in filing the necessary forms to help you receive the full benefits of your dental coverage; however, we can make no guarantees of any estimated coverage or payment. Your insurance policy is an agreement between you and your Insurance Company; therefore, you are responsible for your account balance regardless of insurance payments or non-payments. We allow a period of 90 Days for all claims submitted.

PATIENTS ARE THE SOLE RESPONSIBLE FOR THE FULL AMOUNT OF THEIR TREATMENT BILL.