

ArDente Dental, PSC
1009 S Jackson St
Frankfort, Indiana 46041

Please Keep this copy for your records!

Welcome to our practice, we are pleased to have met you and are excited to assist you and your family with your oral health care. ArDente Dental is a team of professional smile makers dedicated to leading the community to optimal health. Please take a moment to review our office policies. You may keep this for your records in case you may need to refer back to it in the future. Feel free to ask any questions you may have. We hope you enjoy your visit and look forward to seeing you in the future.

Sincerely,

Dr. Jill Snyder & The ArDente Dental Team

General Office Hours:

| Day | Open | Close | Lunch |
|------------------|---------------|---------------|---------------------|
| Monday | 8:00am | 5:00pm | 12:00-1:00pm |
| Tuesday | 8:00am | 2:00pm | |
| Wednesday | 8:00am | 5:00pm | 12:00-1:30pm |
| Thursday | 8:00am | 5:00pm | 12:00-1:00pm |
| Friday | 8:00am | 4:00pm | 12:00-1:00pm |

**The office is closed every other Monday and Friday on a rotating schedule. We also close to for continuing education to stay current on up to date policies and procedures to provide you with the best dental care possible.

ArDente Dental Office Policy

Scheduling/Failed Appointments

In continuing our commitment to you and your oral health we are pleased to reserve appointment times that are convenient for you and your family's schedule. In order to provide all patients with times that are convenient for their schedules and to effectively run our dental office, we must maintain those reserved scheduled times. We will be happy to assist you with rescheduling appointments with at least 48 hour notice of change or cancellation.

If you are not able to make it to your appointment at the scheduled time, please contact our office as soon as possible to determine if we can still see you or if we have another time that day that would work better for you. We want to give everyone the same amount of time for their dental care by meeting their scheduled appointment time.

Appointments are reserved exclusively for you. If you must cancel the day of your appointment or do not show for 2 or more scheduled appointments, we will place you on a short call list to be called for same day appointments only or we will ask that you seek dental care in another dental office. If you are released from our office we will be happy to assist you with your dental records.

We do understand things come up, schedules change and illnesses happen and we will handle each case of missed appointments on an individual basis. **We do however reserve the right to charge for missed appointments or require a deposit to schedule future appointments.**

Thank you for your efforts on maintaining your reserved dental time, we hope in return this will allow us to schedule your appointments at times that are convenient for you and your family.

Please give 48 hour notice to cancel or change any appointments.

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Appointment Reminders

We are happy to offer a couple of options to confirm your dental appointments. Reminder cards will be mailed 2 weeks prior to any scheduled continuing care appointment. We will also confirm your appointments 1 day prior to with the exception of weekends and holiday, you will be reminded the business day prior to your appointment. We are excited to offer text message reminders also. You may text your name and "Subscribe" to (765) 650-9491 to enroll or enroll in office.

Financial Policy

Commercial Insurance-

We will gladly accept and file any insurance plan. Insurance benefits are determined by the insurance company and the employer. Please refer to your benefits policy for explanations on copays and deductibles and for excluded treatment. As a courtesy to our patients we will file your insurance for you for the treatment provided. We are providers for Delta Premier Insurance and are paid at in network rates for Delta Dental Plans. All other insurance plans will be filed as out of network. Please review your policy to determine the difference in out of pocket expenses when visiting an out of network provider.

EDS/Medicaid Insurance-

We are providers for EDS/Medicaid insurance. Please provide your identification card and a picture identification card. We will verify all Medicaid insurance the day of appointment. The verification must show the patient as active the day of your appointment in order for us to treat you. If for any reason Medicaid does not cover the expenses occurred for the visit you will be responsible for payment of those services provided.

Co-Pays-

We ask that you pay all co-pays in office the day of your treatment. We except Cash, Check, Visa, Mastercard, Discover, and Care Credit for those payments.

Co-pays are only an estimate of the difference between your total treatment and what the insurance company will cover for you. We try to maintain accurate records of those co-pays however since they are only an estimate there may be a balance due after insurance payment.

Emergency Visits-

We allow same day emergency visits at our office. Those visits will need to be paid in full the day of treatment for non-established patients. If you have dental insurance benefits we would be happy to assist you with filing a claim for those services

Payments-

Payments can be made by mail or credit card over the phone. We do have a drop box available for after hour payments. That box is a mail slot in the back door beside the garage door. It is secure and is checked daily with the exception of weekends.

Collection Responsibility Notice Policy

In consideration of the services provided to the patient, I/we hereby guarantee payment in full of the patients account in accordance with the financial arrangements made at the time of discharge or, if no such arrangements are made, then payment shall be made in full within thirty (30) days of discharge. I/we agree that in the event of default in payment, reasonable costs of collection equal to fifty (50) percent of the delinquent balance, and/or reasonable attorney fees may be added to the amount due on the account balance.