

WELCOME TO BENTALL DENTAL CENTRE

Welcome to our clinic. It is our optimal goal to provide you and your family with the highest quality of dental care, while maintaining a friendly and relaxing environment. To keep our standard of care to a level which best serves your dental needs, we ask you to please observe the following guidelines:

Appointments

Our office is open extended hours for the convenience of our patients, and in consideration of their work schedules and children's school responsibilities. By being open Monday to Friday we can meet your dental health care needs at a time that is convenient for you.

Cancellation Policy

There are many times when our patients require urgent or emergency treatment and therefore require an appointment as soon as possible. When patients give the clinic advanced notice of their need to cancel a scheduled appointment, this time can in turn, be allocated to these patients in need of urgent treatment. In this way the clinic can best serve the needs of ALL patients. Bearing these special needs in mind, **the clinic requires a minimum of 48 hours' notice if an appointment must be cancelled.** If less than 48 hours' notice is given to cancel an appointment, a \$100.00 fee* per hour will applied. Please note that insurance companies do not cover fees for broken appointments, therefore payment is the patient's responsibility.

Payment Policy

The British Columbia Dental Association states that your dentist or certified specialist is obligated to treat you, not your dental plan. Treatment recommendations are based on your dental health needs, which may differ widely from what your plan covers. Base your decision on an informed discussion with our dental team regarding your dental needs as this decision can impact your health and should not be dictated by your dental plan coverage.

The fees* that our office charges may differ from the fees your dental plan may reimburse because these two prices are not derived in the same way. Unless prior arrangements have been made, payment is due upon completion of treatment. Please note that not all services may be covered by your insurance carrier and every insurance plan has its own unique "quirks" and exceptions. It is the patient's responsibility to cover procedures that are not covered by their insurance plan. We at Bentall Dental Centre look forward to taking care of your oral health needs and welcome you and your family to our team of dental professionals.

The following section is to be completed by the patient.

I have read the above policies of the Dental Clinic and understand my responsibilities as a patient.

YES, I want to STAY INFORMED. I confirm Bentall Dental Centre can email me about products, services, contests, and exclusive offers. I understand I can unsubscribe at any time.

Date

Print Name

Signature of patient