



Welcome to our office. Our mission is dedicated to providing professional oral rehabilitation to the upcountry of South Carolina with integrity, professionalism and competence. We pride ourselves on being an integral part of each patient's dental team and want to be the chief referral choice of specialists and general dentists for complex oral rehabilitation. We strive to provide value to our patients and make visiting our office an enjoyable experience. We have established a few guidelines to help us meet this mission.

**Appointment Guidelines**

- Appointment times are reserved specifically for you. If you are more than 15 minutes late for your reserved time, the appointment may need to be rescheduled to another day.
- If you are unable to make your appointment or unable to give 48 hours notice for an appointment cancellation, there will be a \$50 charge that must be paid prior to making any further appointments.

**Payment Guidelines**

- Fees for dental services are due at the time of treatment. As a courtesy, our office will file with your insurance company for treatment provided. Because dental insurance is a contract between either you or your employer and a dental insurance company, any fees not covered by insurance will become the patient's responsibility. Treatment plans and financial options will be presented prior to services being rendered.
- A finance charge of 1.5% will be applied monthly if an account balance has not been paid within 90 days.

**Insurance Guidelines** We will file with dental plans with the following terms:

- You must provide current and accurate dental insurance information when appointment is scheduled.
- A general breakdown of your individual dental benefits will be obtained by Palmetto Prosthodontics, LLC prior to your initial visit. You will be responsible for any estimated portion that is not covered by your insurance plan. This amount will be due at the time services are rendered. Once insurance payment is made, you will be informed of any remaining balance or credit.
- 100% of the fee will be due at the time of service for all services not covered under insurance unless prior arrangements have been made.

If you have any questions or concerns about these guidelines, please feel free to discuss those with us!

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Signature of Legal Consent

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Date