

WELCOME TO FOSTER CITY DENTAL CARE!

Thank you for selecting Foster City Dental Care as your dental care provider. We look forward to working with you on maintaining healthy teeth and a beautiful smile. We suggest that you familiarize yourself with our office policies so that your visits run smoother and all of your expectations are fulfilled.

SCHEDULING

We schedule each appointment with an individual Dentist and Dental Assistant so that the time needed for your treatment is reserved for you alone. If you arrive late for a scheduled appointment, we may find it necessary to do one of the following, depending on the Dentist's schedule: do only a portion of the treatment that was planned, request that you wait and be treated during 'spare' time, with some interruptions or re-schedule the treatment to another time.

CONFIRMATION CALLS

As a courtesy, we attempt to re-confirm your appointment a day or two before the scheduled time. Current telephone numbers are important as most appointments are made well in advance and confirmation calls are helpful reminders. If we are unable to reach you, we will not cancel your appointment. We assume you still wish to see us at the scheduled time unless you notify us otherwise. If you need to contact our office outside of normal business hours, please feel free to leave a voice-mail (with details) and we will be happy to call you back as soon as possible.

SERVICE CHARGE

If your plans change and you are unable to keep a scheduled appointment or will arrive late, please contact us at least 24 hours in advance to cancel and/or reschedule. There is a SERVICE CHARGE for cancellations with less than 24 hours notice, a no show or a late arrival.

EMERGENCIES

We always treat emergency conditions in a timely manner. Please notify us as early in the day as possible if you feel you have an emergency that requires our attention. We will assess your condition and recommend the best plan of action. Be aware that if an emergency appointment is recommended it must be fit in amongst our previously scheduled patients and may necessitate a short waiting period - we will do our best to limit your inconvenience. If your emergency occurs outside of our normal business hours, please feel free to contact us. Our voice-mail always has instructions on whom to call if an emergency exists.

INSURANCE BILLING AND PAYMENTS

As a courtesy we offer billing of dental claims on your behalf for many insurance carriers. We do our very best to retrieve all necessary dental policy information however please be aware that all insurance carriers provide a disclaimer stating that any information they provide may/may not be accurate. We estimate your patient cost based upon the information provided by the insurance carrier and the policy benefits as negotiated by your employer on your behalf. We ask that you pay your deductibles and/or any uncovered costs the day of the treatment. Payment can be made by cash, personal check, VISA, MasterCard, Discover and American Express. We also offer installment payment plans through a private credit company (Care Credit). You may be eligible for interest-free payment arrangements – ask our Front Desk Staff for details.

HEALTH, MEDICATION & CONTACT UPDATES

We ask for updated health, medication and telephone number information every six months. Please feel free to volunteer any changes as they occur. This will insure that our Dentists do not recommend any conflicting treatment and that our office staff can reach you when necessary.

TRANSFERRING RECORDS

X-rays taken by Foster City Dental Care are confidential and must remain in our office as they are considered part of the diagnosis and treatment plan. We will provide information as needed to your specific insurance carrier or to another Dentist at your request. If a duplicate copy of your x-rays is required, we will be happy to oblige. Please provide us with the name & address of where you wish the duplicate x-rays sent and a few days notice. We will also need your signature for release of the x-rays to protect your privacy.

RESPECT OTHERS

Please do not eat or drink in our waiting room. As a courtesy to the Dentist and others turn off all pagers and cell phones while in the chair and being treated. Shoes are required for safety reasons. All children under the age of 18 must be accompanied by an adult.

Our mission is to provide you with the best dental care/treatment available.

Please feel free to discuss your needs with our staff at any time.

And again, thank you for choosing **Foster City Dental Care**. It is our pleasure & honor to serve you.