

**Miller Family Dentistry
Christopher Scott Miller DDS**

Office Information and Patient Policies

Our office is located on Smokey Park Highway, ¼ miles east of the intersection of Pisgah Highway in Candler, N.C. We provide comprehensive general dental care including preventative, cosmetic, crown and bridge, endodontic (root canal therapy), prosthodontic (denture) services. New patients are welcomed as appointment space allows.

Technology/Infection Control

- Our office makes every effort to keep up to date with current technology and adheres to strict guidelines regarding infection control to provide the highest quality of treatment available for our patients.

Cancellations and Broken Appointments

- Due to high patient volume and need for appointment space, **we ask that you make every effort to keep your scheduled appointment.** It is the patient's responsibility to keep track of individual appointments, although reminder cards and confirmation calls are provided as a courtesy. **Upon receipt of your reminder card, please call our office to confirm that you will be keeping your appointment so that we may continue to hold the scheduled time reserved for you.**
- Our office makes every effort to accommodate your scheduling needs. Broken appointments make it very hard for us to maintain a productive schedule, keep dental costs down, and adequately provide quality service to patients who need our care. **Broken or canceled appointments will only be re-scheduled on a "will call" basis when we have random openings in our schedule. Exceptions are limited to emergency situations. Excessive broken appointments and cancellations will no longer be eligible for re-appointment.**

Financial Policy

- Payment is due upon receipt of services.
- Accounts past due over 90 days will incur a 1.25% interest charge per month.
- We ask that all new patients, regardless of insurance benefits, pay for services rendered on their first visit in order to establish an account with our office.
- On the first visit, or in the event of insurance carrier changes, we ask that a current insurance card be provided along with any forms necessary for claims processing.
- We file insurance claims as a courtesy to our patients. **Insurance policies are an agreement between you and your insurance company. It is your responsibility to be aware of specific benefits, deductibles, and other information regarding your individual policy.**
- In the event that a claim is unpaid by your insurance company, we will re-file the claim one time. If the claim remains unpaid after 60 days, we request that you pay our office for the services rendered and contact your insurance company regarding the unpaid claim. Our office will not be responsible for any unpaid insurance benefits.

Signature: _____ Date: _____