

Oak Park Dental

Dr. Carrie Carlson, DDS

Dr. Ashley Bryant, DDS

Patient Agreement

Thank you for choosing us for your oral health care needs!

Our goal is to provide you with the highest quality of personalized, gentle, compassionate care in a comfortable and relaxing atmosphere using the best technology available. Our purpose is to improve the oral health and overall wellbeing of our community and it's members through education and meaningful contribution.

We truly enjoy what we do!

Preventive Oral Hygiene Visit

A thorough examination in all areas of your mouth will be done. This will include a detailed examination of the teeth, soft tissue, supporting structures, alignment, bite, TMJ, and oral cancer check. A complete set of x-rays will be taken if you have not had a complete set taken within the last 5 years. All of the information that we obtain will be carefully evaluated so that we may accurately assess your dental needs. A professional who is dedicated to you receiving maximum longevity from your natural dentition will clean your teeth. This program is clearly one of the most valuable services we offer our patients.

If you are hesitant or nervous about receiving care, we will be more than happy to discuss with you methods of anxiety reduction at this time.

Dental Evaluation and Plan for Treatment

After your preventative visit you will receive an outline of your dental evaluation and plan for treatment. Immediate needs as well as long-term objectives will be outlined. Again, our recommendations will be based upon a goal of you receiving maximum longevity from your natural teeth. Except in cases of very minor treatment needs, an estimate of the approximate costs of treatment will also be made at this time. You are encouraged to ask any questions you have concerning your dental care. We believe that successful treatment is always based on a firm understanding of the treatment plan. Moreover, if at any time you are in doubt about a fee for a portion of your dental care, please ask anyone of our staff members.

Routine Visits

Upon completion of your dental treatment we will place you in our continuing care program and pre-schedule for your Periodic Recall Visit. These appointments are designed to prevent little problems from becoming big or expensive ones. Preventative dentistry is the best and least expensive dentistry, but is easily overlooked or postponed. If you think you may be overdue for this important service, please call us and we will verify it for you.

Emergency Visits

Oak Park Dental strives to keep on schedule as to not keep patients waiting. To keep wait times to a minimum we reserve a limited amount of time each day so that emergency patients may be scheduled quickly, although occasionally we may have an emergency patient that needs our care. If you have a problem requiring emergency treatment, please call us as early in the day as possible.

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Rescheduling or cancelling visits

Because we value our patients time and don't want to keep people waiting it is important that you are on time for your appointments so that we don't get behind. If you are late, you may be asked to reschedule, as there may not be enough time to finish your procedures. We will make every effort to remind you of your appointments ahead of time, but we ask that **if you cannot keep an appointment you call a minimum of 24 hours before your appointment to reschedule.** If you cancel an appointment the same day it is considered a missed appointment. After three missed appointments within a 12-month period, **there will be a 40.00 charge applied to your account.**

Financial Arrangements

Payment is expected at time of service. When extensive dental care is necessary our Accounts Manager will work with you to make financial arrangements best suited to your needs. We will be sensitive to your financial circumstances within the framework of sound business practices. We want to be concerned with your dentistry, not financial responsibilities. For our patients without insurance we offer a 5% discount the same day of service if paying the balance in full with cash or check. We also take Visa and MasterCard. If you need financing we can assist you in obtaining it through our financing company called Care Credit. There is a 30.00 fee for returned checks.

A Word About Dental Insurance

We participate in nearly all dental insurance plans and are eager to help you with your claims. **Please note: It is your responsibility to know your insurance coverage and is not the responsibility of Oak Park Dental.** We recommend that you call the 1-800 number on the back of your insurance card to verify and understand your insurance benefits. Coverage varies from carrier to carrier and can change from year to year. We will assist you in determining the coverage you have available and are well versed in filing patients claims and handling questions on our patient's behalf, but ultimately the insurance company is responsible to the patient and the patient is responsible to our office for any balance not paid by the insurance. It is important to understand that professional care is provided for you and not to an insurance company.

I have read and understand the Oak Park Dental Patient Agreement.

Signature of patient/responsible party

Date