

**Advanced Dental Associates of New England, LLC
Mark Pernokas, DMD**

Office Guidelines

The intent of our office is to provide you with quality dental care and to deliver it as thoroughly and efficiently as possible.

We therefore wish to acquaint you with the customary sequence of procedures performed in caring for a patient. The initial appointment usually consists of a thorough examination, x-rays as indicated, and dental cleaning or prophylaxis. If your initial appointment is on an emergency basis, after your condition has been stabilized, a thorough examination will be performed at a later visit. After the examination is completed, treatment options will be presented to you.

If at any time you have questions regarding treatment, fees, or services, please discuss them promptly! We will make every effort to avoid a misunderstanding, rectify a situation, and to preserve a friendship.

Financial Arrangements

Payment is expected at the time of service. For your convenience we accept personal checks, cash, and most major credit cards. For prosthetic procedures involving outside laboratory work, half of the payment is due at the onset of treatment, and the balance paid at its completion. Payment plans may be arranged on an individual basis. Should your account become past due and placed with an outside collection agency, you will be responsible for the fee charged by the agency, which is 33.3% of your remaining balance.

Insurance

We accept most insurances plans. Please verify with your insurer if we are "in-network" as a provider. We accept payment directly from the insurance company and bill you the remainder. Co-pays, co-insurance, and deductibles are due at the time of service. Ultimately, you are responsible for payment. Dental insurance is a contract between you and an insurance company; therefore, if you need to know about benefits and coverage, we recommend you contact your insurance company. We can assist you by submitting a pre- treatment estimate if requested.

Cancellation Policy

Failure to give our office 48 hours advance cancellation notice of an appointment will result in a broken appointment fee.

We spend time helping you understand the condition of your mouth, and various options available to you so you can intelligently decide your best treatment.

We thank you for your confidence in us and will do our best to serve your dental health needs.

Dr. Pernokas and staff

Patient signature: _____

Date: _____

11/14/2019