



GLENDALE DENTAL ARTS

Office of John Gazarian, D.D.S., Inc. & Associates

OFFICE POLICIES

Welcome to our office! Choosing our office for your dental care was your first step towards excellent dental health. We make an honest effort to render you the best dental services possible, with the utmost attention given to COMPLETE STERILIZATION of instruments.

- We will give you explanations before you ask, but you have the right and obligation to question anything and everything that is not clear to you. We enjoy questions, so please ask.
- If you have been waiting in the waiting room for more than 15 minutes, please notify the receptionist. We'll do our best to seat you right away.
- To keep your waiting is none to minimum, we encourage morning appointments. Take only those appointments that you can keep. Cancellations or missed appointments without at least a 24-hour notice are charged appropriately—no exceptions.
- As a new patient, your first appointment will include necessary x-rays, examination, diagnosis, consultation, and treatment planning. A cleaning will NOT be done during the first appointment.
- Cell phones and pagers must be OFF in the dental rooms. They are disturbing to your doctor,
- We share your concern about your children and loved ones. Be assured that we will treat them with all the care you expect. However, parents, relatives, and friends MUST wait in the waiting room during treatment or x-ray sessions — no exceptions.
- For your convenience, cash, checks and major credit cards (with a driver's license) are accepted.
- Three (3) month no-interest loans, and 2, 3, 4, or 5-year interest-bearing loans are available upon approval of credit, with small office administrative fees based on the amounts financed.
- All applicable co-payments for services must be prepaid. Sorry, billing has been ineffective.
- Checks not honored by your bank ("bounced") will result in a \$25.00 service charge to your account. We also reserve the right to charge the maximum amount allowed by law.
- We can estimate what your benefits are, but that is only an estimate. What your insurance does not cover or pay for, you must pay. If your insurance company provides us with your coverage eligibility dates, but later, at the time of billing, claims you were not eligible due to policy termination, employment changes, cancellation, or any other reason including error, even if you were not aware of the change or error, YOU are responsible for all charges. Knowing your insurance coverage is YOUR responsibility regardless of what information, accurate or not, was provided to us by your insurance company.
- For x-ray or record duplication for ANY purpose there is a \$25.00 service fee. Any original x-rays or models taken in this office are the property of Glendale Dental Arts.
- Delinquent accounts are charged a 5.00% late fee per month (minimum \$25.00 per month). Extended delinquencies beyond 90 days will affect your credit rating and result in legal action.
- In case of default in payment of any sums of money for services rendered, I hereby agree to pay a reasonable attorney fee and all court costs incurred by the holder in such action. Said signed hereby waives, to the fullest extent permitted by law, diligence, demand, protest, notice of protest, and the benefit of any statute of limitation.
- All the general dentists and specialists in this office are *independent contractors* of Glendale Dental Arts, Office of John Gazarian, D.D.S., Inc. & Associates, a Corporation.

Please initial and sign the *Patient History* form where indicated.