



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.
- 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.
- To keep your waiting to a minimum, we encourage morning appointments. Take only those appointments you can keep. Cancellations or missed appointments without at least a 24-hour notice are charged appropriately — no exceptions.
- 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 at all times — no exceptions.
- For your convenience, cash, checks and major credit cards (with a driver's license) are accepted.
- Refunds will be made only if your account has a credit balance, even if other payments are expected.
- 3-month, 6-month, and sometimes 12-month no-interest loans, as well as 2, 3, 4, or 5-year interest-bearing loans are available upon approval of credit.
- All co-payments for services must be prepaid to reserve appointment time with a doctor.
- Checks not honored by your bank ("bounced") will result in a minimum \$25.00 service charge to your account. We also reserve the right to charge the maximum amount allowed by law.
- We will estimate what your benefits are, but it is only an estimate. What your insurance does not cover or pay for, you must pay. Any balance on your account is fully your responsibility. For example, 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 for each service. Any original documents, 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, patient (legal responsible party) hereby agrees to pay a reasonable attorney fee, late fees, and all court costs incurred by the holder in such action. Said party 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 at Glendale Dental Arts are *independent contractors*. Glendale Dental Arts, Office of John Gazarian, D.D.S., Inc. & Associates, is a corporation.

Please sign the *Patient Information* form to acknowledge these policies.