

## WELCOME TO OUR PRACTICE!

Our office is a pediatric practice serving the children of Michiana. We strive to make each child as comfortable as possible while providing quality dental care to enhance the child's overall dental health and self-image. A majority of our patients are pre-school and early elementary aged children. We also provide care for some of the physically and developmentally challenged individuals in our community. Our office offers a variety of diagnostic, restorative and preventative services. Our goal is to maintain our patients' teeth in optimum health with a minimum of decay.

**Office Hours:** Monday-Thursday - 7AM - 4:30PM

**Emergencies:** In the event of a dental emergency after hours (not a change in scheduling), please call for instructions on how to contact Dr. Robbins or the dentist covering call for him.

**Always notify the front desk staff of any changes in your child's medical history, contact information or insurance.**

### Patient Scheduling:

We realize it's an inconvenience to take your child out of school for dental appointments. The State of Indiana has a law that requires schools to excuse a child from classes to attend a dental or medical appointment with proper documentation. Our front office staff will provide a signed school excuse slip if your child's school requires one.

We have a limited number of prime time appointments in the early morning and late afternoons. If you have a preschooler, it would be appreciated if you could schedule your appointments outside of prime time, when the office is less busy and the child is more rested and relaxed.

### Financial Policy:

Payment is expected at the time service is rendered. We accept cash, checks, debit cards, Visa, Master Card, Discover and Medical Spending Credit Cards to provide you with a variety of payment options. The parent/guardian that brings in the patient for treatment IS responsible for payment. If another party is to be responsible for payment, we will need to have a signed form by that person accepting responsibility.

### Insurance:

Dental Insurance is a contract between you and your insurance company. We are not a party to that contract. In order to help you gain the maximum benefit from your carrier, it is necessary to bring us all the required information to determine coverage. We will file your insurance for you in most cases, however you will be responsible for any amounts that your insurance does not cover. If your insurance states that they pay 100% of "reasonable and customary" fees, please remember that Dr. Robbins is a specialist and his fees may be slightly higher than what your insurance may pay.

### Accounts:

If an account balance is over 30 days old, billing and interest charges will be added to any outstanding balance. If you feel there is a problem with your account, please keep in contact with us to keep your account in good standing.

### Office policy for failed or broken appointments:

Due to the high volume of failed appointments and cancellations of less than 24 hour notice, our office will strictly adhere to the following policy.

**There will no longer be a warning issued for the first failed/broken appointment. We will now charge \$30 for each appointment to be paid before we reschedule.**

**Failing to come to an appointment may also result in no more appointments for a family.**

**We regret that we must enforce this policy however we cannot continue to waste valuable time and resources for families who do not value our time.** This policy is posted in our office, we will be happy to provide you with a copy.

Our office reserves the right to change this policy without notice.

Remember that putting off needed dental treatment will only result in high dental costs as well as jeopardizes the dental health of your child. Regular routine dental care will help maintain your investment and prevents unnecessary pain and infection.

**Prevention is the key to good dental health for your child's lifetime!**

Thank you for choosing us to provide your child's dental care. If you have questions as treatment proceeds, please ask our highly trained staff. If you know of other parents looking for quality dental care for their children, please tell them about us. Our best referrals are from our own patients.

(revised 7-27-16)

