

**DR. WAYNE GRABER & DR. BRIAN M. PETERS, P.A.**

**COSMETIC, IMPLANT AND FAMILY DENTISTRY**

**TO OUR VALUED PATIENTS:**

This year marks the beginning of many exciting changes in our office in our effort to improve service and quality of care for you so that you can regain and maintain your health as quickly and inexpensively as possible.

We have a purpose - and that purpose is to get sick people well and to prevent the well from getting sick. We also have a personal, professional and ethical responsibility to care for your health to the best of our ability. Missed appointments and failure to comply with recommended treatment schedules and/or procedures prevent us from achieving our goal of Optimum Health for you. If you cannot keep your appointments and adhere to our treatment recommendations, we will not be able to continue treating you in good conscience. Therefore, the following guidelines must be agreed upon:

- 1 **Cleanliness and infection control** are of the utmost importance. We have the latest sterilization technology and disinfect each treatment room after each patient. We request that you brush your teeth prior to coming in for your scheduled appointment \_\_\_\_\_ **Initial**
  
- 2 **Timeliness** is required. We will see you on time and get you out on time unless there is an emergency. We request that you be on time for your visits. If you are more than 15 minutes late, we may have to reschedule your appointment. \_\_\_\_\_ **Initial**
  
- 3 **Missed Appointments** - If you missed an appointment, you must reschedule as soon as possible. It is critical to your health to do so in order to avoid setbacks in the care and maintenance of your teeth and gums. \_\_\_\_\_ **Initial**
  
- 4 We pride ourselves in providing our patients with quality dental care at each visit. We schedule appointments to give ample time for the doctor/hygienist to render necessary treatment. Failure to keep your appointment compromises your dental health and also denies other patients of their treatment. For these reasons, NO SHOWS are unacceptable. There is a \$75.00 fee. Broken Appointment fees are not covered by insurance. We ask that you contact the office at least 48 hours prior to an appointment if you must cancel or reschedule. \_\_\_\_\_ **Initial**
  
- 5 **Insurance:** treatment recommendations are based on your health, NOT on your insurance or lack thereof. Our office prides itself on recommending the very best treatment and the highest quality care. Unfortunately, most insurance companies are not concerned about your health. We will file insurance claims for you, however, you are responsible for any deductibles and charges which are due at the time treatment is rendered. Remember - Any fee quoted to you that involves insurance is only an ESTIMATE. \_\_\_\_\_ **Initial**

- 6 We run a **Zero Balance** office. We expect payment in full prior to or at the time treatment is provided. We have several financial options available for all of our patients. Please ask us if you have any questions. \_\_\_\_\_ **Initial**
- 7 **Our policy** is to make your experience in our office an exceptional one. When we succeed, we would appreciate you telling your family and friends about our office. \_\_\_\_\_ **Initial**
- 8 It is our office policy to ensure the **complete satisfaction** of all our patients with the service and care they receive here in our office. However, it is possible on occasion that there may be a misunderstanding or miscommunication between you and our office. We will do everything in our power to make things right by you. Should an upset occur, provided you bring it to our attention in an appropriate, cordial manner, we can give the matter the proper attention it deserves for an effective resolution. Our staff will treat you with professional demeanor and efficiency, as you should expect and deserve. Please see our office manager immediately to resolve any upset you may have with our office or any one of our team. \_\_\_\_\_ **Initial**
- 9 **Emergencies** - It is our goal to eliminate all of the potential dental emergencies you may have by providing care for you before it becomes a problem. In the rare instance that you do have an emergency, we want you to be assured that we will take care of you. In order to do this we would like to define what a true emergency is. Swelling, bleeding or severe pain that has kept you up at night, requires medication, or restoration in a visible area that falls out are all considered emergencies. If you have any of these symptoms, we ask that you call us right away. We will provide you with the next available emergency appointment. We do set aside time each day for emergencies. \_\_\_\_\_ **Initial**

We greatly appreciate your cooperation.

Yours in Health

Dr. Wayne Graber  
Dr. Brian M. Peters

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Patient

Date