



Notice of Practice Policies

Thank you for choosing our office as your dental healthcare provider. We are committed to providing you with the highest quality dental care! The following is a statement of our Practice Policies that must be read and acknowledgement signed before any treatment is rendered.

Appointment Policy – Our goal is to provide treatment in a timely manner with as few visits as necessary. In order to provide the best services to our patients, we require 24 hour notice for cancellations and reschedules. After two missed appointments, High Point Family Dentistry will only allow same day visits as time in the schedule allows. Patients who have two or more failed appointments may receive a letter of dismissal from the practice via certified mail. If within 24 hours of appointment time and High Point Family Dentistry has not received confirmation that the appointment will be attended, the appointment time may be given to another patient. Longer appointments may require a deposit upon scheduling which will consist of up to half of the treatment planned patient portion amount. We do our best to respect your time and kindly request you do the same.

Payment Policies - Payment is due in full at the time of service unless other arrangements have been made prior to the scheduled appointment. High Point Family Dentistry accepts Cash, Check, all major credit cards, and offers extended payment and no interest payment options through Care Credit. Payment by check is accepted; however, in the unlikely event the check is returned, there may be additional fees charged for reprocessing and returns. Hampton Dentistry has the right to verify past and present credit references.

Insurance Policies – As a courtesy to you, we are happy to file insurance claims for patients with dental insurance. This service includes contacting the insurance company to gather patient breakdowns and financial responsibility as closely as possible but this is only an estimate and not a guarantee of coverage. Dental insurance policies are subject to many conditions such as limitations, exclusions, waiting periods, maximums, frequencies, and age restrictions. Insurance payment is often based on arbitrary usual and customary fees which bear no relevance on our office fees which are competitive with our area's usual and customary fees. Patient's responsibility is expected on the date services are rendered. After the insurance company pays their portion, High Point Family Dentistry will provide a statement that clearly displays any balance remaining. This amount will be due upon notification. Patient insurance policies are a contract between the patient and the insurance carrier. Although High Point Family Dentistry will use all of their resources to provide information, it is the patient's responsibility to understand their plan benefits. If for any reason the insurance carrier denies the claim or does not pay as estimated, the balance will become patient responsibility. High Point Family Dentistry is also happy to reimburse the patient or forward credits towards any future treatment in the event that insurance policies pay more than expected.

Delinquent Accounts - Any past due balance may be subject to a monthly finance charge. In the unfortunate circumstance that the account becomes more than 90 days overdue and after three monthly billing statements with no good conscious efforts made by the patient, we reserve the right to send the patient to a third party collection agency.