

**AllHeart Dental with Dr Allison Henley
Written Financial Policy**

Thank you for choosing Allison Henley DMD, PLLC. Our primary mission is to deliver the best and most comprehensive dental care available. An important part of the mission is making the cost of optimal care as easy and manageable for our patients as possible by offering several payment options.

Payment Options:

Cash, Check, Credit Card, or CareCredit
Convenient monthly payment options from CareCredit.

Please Note:

Allison Henley DMD, PLLC requires payment prior to the completion of your treatment. If you choose to discontinue care before treatment is complete, you will receive a refund less the cost of care received.

Payment is expected at the time of service. For plans requiring multiple appointments, alternative payment arrangements may be provided.

For patients with dental insurance, we are happy to work with your carrier to maximize your benefits and directly bill them for reimbursement for your treatment. You will be responsible for charges not covered by your insurance company.

There is a fee of \$50 for cancelling or missing an appointment with less than 24 hours notice. Please see our Appointment Cancellation Policy for details.

There is a \$25.00 returned check fee.

If you arrive 15 or more minutes late for our appointment, the appointment will have to be rescheduled.

If you have any questions, please do not hesitate to ask. We are here to help you get the dentistry you want or need.

Patient, Parent or Guardian

Date

Patient Name (Please Print)

24 Hour Cancellation & Rescheduling Policy

Your appointments are very important to the AllHeart Dental Team. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hour notice for cancellations or rescheduling of appointments.

Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and patients on our wait list miss the opportunity to receive services.

Dr Henley values her patients and staff's time. She understands they have other jobs, family, and friends with whom they could be spending time. Dr Henley pays her staff their entire wage for any missed or late cancelled appointment out of respect for their valuable time. Therefore, we have a strictly enforced 24-hour cancellation and rescheduling policy.

Any appointment missed, late cancelled, or changed without 24-hour notice will result in a **\$50.00 charge.**

As a courtesy, your appointments are confirmed electronically three weeks prior, one week prior and then the day before your scheduled appointment by phone call and/or text messaging because we know how easy it is to forget an appointment you booked months ago. From this confirmation text or call, you have the option of the following without a charge:

- confirm your appointment
- reschedule/change/modify your appointment by texting or calling our front office
- cancel your appointment from your text or phone call;
- respond back from your confirmation text/call with any changes or issues;
- call the office 502-863-4651 and leave a message if it goes to voice mail;
- text us at 502-863-4651 to let us know how to help you.

Please understand that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments which result in a cancellation fee. Not receiving an electronic notification of your appointments from us the day before is not sufficient reason to miss an appointment if the original confirmation notification was received timely.

Any late arrival will shorten your appointment time and will not be made up by running into the next patient's scheduled appointment. One of our staff will call you at 15 minutes past the hour of the scheduled appointment to make sure you are okay and to reschedule the appointment.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incidence, COVID, or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no discount or charges will apply.

AllHeart Dental stands by our policies. We feel that it is only fair that we honor the same policies to our patients and will do our best to not reschedule you less than 24 hours in advance. We are honored you choose to spend your time here and will take that into consideration whenever necessary.

The 24 hour cancellation policy gives us time to inform our wait list patients of any availability, as well as keeping our staff schedules filled, thus better serving everyone. Thank you for viewing and supporting our 24 hour cancellation and rescheduling policy criteria!

Name:

Signature:

Date: