



CHILDREN'S DENTAL SPECIALISTS, PA

CHRISTINA MAZZONE • DMD
MADHU MOHAN • DMD

Policies and Procedures

Appointments-

- Kindly give 24 hours notice prior to your child's appointment to cancel or reschedule. We reserve the right to charge for appointments that are cancelled without giving 24 hours advance notice.
- No-shows are not acceptable. Failure to make an appointment not only compromises your child's health, but inconveniences other patients who may have requested an office visit during your scheduled appointment. If you cannot keep an appointment (except in the case of an emergency). There is a \$50 fee for all no-show appointments.
- We are an On Time practice. We will see your child on time and get them out on time unless there is an emergency. We request that you bring your child on time or early for his/her visits. If you are more than 10 minutes late for an appointment, you may need to reschedule your child's appointment.

Payment-

- Please be aware that the parent/ guardian that accompanies your child to Children's Dental Specialists is *legally responsible for payment of all charges*. Please understand that *payment of your bill is considered a part of your child's treatment*.
- **Payment is expected in full for each appointment as services are rendered.** For the convenience of our patients, we accept cash, personal checks (which CANNOT be post-dated), MasterCard or Visa.
- There is additional fee of \$25 for all bounced checks to cover all bank handling expenses.
- If you have a delinquent account which is sent to a collection agency, you will be responsible for a collection fee of \$50 or 20% of the balanced owed, which ever is greater.

Dental Insurance-

- We submit claims for most dental plans.
- The type of plan chosen by you, and/or your employer determines your insurance benefits. As such, we have no say in the selection of your insurance company, no control over terms of your contract, the methods of reimbursement or the determination of your insurance benefits. However, our staff will assist you in processing all insurance forms.