

Jacqueline Y. Johnson Curl, D.D. S.
5007 Brook Road
Richmond, VA 23227

OFFICE POLICES

1. Dental insurance co-payments are only best estimates. Your insurance company determines final payment of benefits. Various rules, restrictions, and deductibles may apply, Should you have an account balance after your insurances claim has paid, you will be sent a bill. **Payment of the bill is due upon receipt.**

2. Failure to pay a bill in a timely manner will result in the account being turned over to our collection authority. **The new balance will include any and all attorney fees and collection costs.**

3. There is a \$30.00 **Returned Check Fee** for any check returned for insufficient funds.

4. **Failure to cancel an appointment at least 24 hours prior to appointment will result in a broken appointment fee per 30-minute appointment.** 48 hours notice is require for appointments 1 hour or more in length or for multiple family members.

Cancellations for Monday appointments or appointments after holidays should be done by noon on Thursday or by noon on the last business day before the holiday.

We attempt to confirm all appointments by telephone, as this is a courtesy. We are not responsible for reminding patients of his or her appointments.

We appreciate after-hours telephone messages for routing purposes, but those messages don't give us sufficient time to fill an appointment on the next day. **An after-hours cancellation will be considered a broken appointment.**

Please sign and date this notice to indicate that you have read and understand it. It is very important that patients understand office finance procedures before commencing treatment.

SIGNATURE

DATE