

## **STATEMENT OF POLICY AND PROCEDURES**

Dr. Brandt and his Staff are a highly qualified, professional team trained to care for your child with the latest and most advanced forms of treatment possible in the field of dentistry. We choose to do this with the most compassionate and skilled techniques in health care today. Each team member has been trained and certified by the state of Texas to carry out the procedures necessary to achieve optimum health for your child in the safest environment possible.

We love children and we believe that a child deserves the very best.

We ask that you read and understand this to help us to continue in our goal: to provide the excellent treatment that your child deserves.

### *"NO SHOW FEES"*

WE RESERVE THE RIGHT TO CHARGE FOR APPOINTMENTS CANCELED OR BROKEN WITHOUT 24 HOURS ADVANCED NOTICE. THIS FEE WILL BE NO MORE THAN \$50.00 PER SCHEDULED APPOINTMENT PER PATIENT.

### *"RETURNED CHECK FEES"*

THERE WILL BE A \$25.00 "RETURNED CHECK FEE" ADDED TO THE ACCOUNT FOR ANY RETURNED CHECK. ACCOUNTS THAT HAVE A "RETURNED CHECK" ACTIVITY MAY BE CONSIDERED AS "CASH ONLY" ACCOUNT.

### *"REFUNDS"*

SHOULD A CREDIT BALANCE OCCUR ON AN ACCOUNT AFTER TREATMENT HAS BEEN COMPLETED AND INSURANCE HAS PAID ON ALL CLAIMS, REFUNDS WILL BE MADE UPON REQUEST.

**X-RAYS:** IT IS THE POLICY OF THIS OFFICE THAT AS A COURTESY UPON REQUEST, IF THE BALANCE OF THE ACCOUNT IS PAID IN FULL, COPIES OF THE X-RAYS WILL BE SENT TO THE DENTIST OF YOUR CHOICE AT NO CHARGE TO YOU. UPON APPROVAL BY DR. BRANDT, COPIES OF X-RAYS MAY BE GIVEN TO THE PARENT OR GUARDIAN UPON REQUEST AND WILL INCUR A \$25.00 DUPLICATION FEE.