



Simon Fraser Dental Centre

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At **Simon Fraser Dental Centre (SFDC)**, we believe that you deserve the best care. That's why we always present you with the best dental solution possible to treat your personal situation. Each year we provide outstanding dental care to hundreds of patients. Some individuals have dental benefits but some don't. Here are some important things you should know...

Your dental benefits are based upon a contract made between your employer and an insurance company.

If you have any questions regarding your dental benefits, please contact your employer or insurance company directly. Dental benefit plans will never pay for a complete dental care. It is only meant to assist you.

We currently accept most private care insurance plans. This means that we send claims to many different insurance companies. Although we can maintain computerized histories of payment to our office by a given company, they do change; therefore, it is impossible to give you a guaranteed estimate at the time of service. **We estimate your portion based on the most up-to-date information we have in our office computer system, but it is only an estimate.** If you used your insurance plan at different dental offices in the past, you need to inform us of that. You are responsible for finding out how much insurance benefit was used at those offices as your insurance company will not release that private information to any dental office. In order to know if dental procedures are covered, we can file a "pre-authorization" with your insurance company prior to treatment. This may delay the treatment but it may give a more accurate out of pocket figure. Please request an estimate to be done before booking an appointment, as it can take a few weeks for insurance to reply.

As a courtesy, we can bill directly to insurance companies, as long as the insurance plan allows payment to the dental office. If insurance does not pay us within 90 days, **SFDC** reserves the right to request full payment of your services and you are responsible to contact your own insurance for reimbursement. This is rare but, it is important that you recognize that insurance is a legal contract between YOU and your insurance company. Our office is not, and cannot be a part of that legal contract. Ultimately, **you are responsible for all charges incurred in our office.**

You may also pay for all your dental procedures up front and get reimbursed from your insurance company directly. We can assist you with sending the claims to lessen your paperwork. Some patients prefer this method so that they can get more perks from their credit card company.

SFDC does require full payment for your portion at the time of service. We accept Debit, MasterCard, Visa, American Express or cash. We **do not accept** cheques. If you are in need of an extended finance option, we will be pleased to provide information for dental financing.

Appointment Cancellations: A specific amount of time is reserved especially for you and we strongly encourage all patients to keep their appointments. If you must change your appointment, **we require 2 business days notice to avoid a \$90 cancellation fee.**

Appointment Confirmations: Please confirm your appointment with us at least 2 business days before the scheduled appointment day. Your appointment may be cancelled automatically if we do not get a confirmation from you.

We welcome you to our clinic and look forward to helping you get the healthy, beautiful smile you've always wanted!

Patient's Name: _____
Please print clearly First Name Last Name

X _____ Date: _____
Signature of Patient / Parent or Guardian