



Star Kids Dental & Orthodontics

1824 West Verdugo Avenue
Burbank, CA, 91506
www.starkidsdental.com
818-566-8715

Office Policies

Please take time to read Our Office policies and ask us for any clarification if needed.

1. Our office policy and mission

Our Office philosophy emphasizes early education and prevention. This allows our patients to have a healthy and positive outlook towards dentistry. We are dedicated to helping our young patients enjoy their dental experience and become someone who looks forward to visiting their dentist. Our Team's extensive training and expertise ensure that your child will receive the most advanced and comprehensive dental care available.

2. Our office policy on scheduling appointments

Children tend to do better in the dental office when they are not tired. Therefore, we encourage morning appointments, especially for pre-school or nervous children. For many children just a simple filling at the end of a long day, when they are tired can seem like a major ordeal. Please keep in mind one of our goals is to make dentistry as pleasant as possible for your child. Also keep in mind that a dental appointment is an excused absence from school, and we can provide you with a school/ work excuse letter. _____(initials)

3. Office policy on canceling appointments and broken appointments

When we schedule an appointment for your child, that time is reserved solely for your child, we do not double book. We value your time as much as we hope you value ours. We make every effort to see your child at the time scheduled. For this reason, it is very important that you have your child in the office at the time scheduled. If you are late, it may be necessary to reschedule your child's visit. We also have a policy that a minimum 24 hour notice is required for cancellations. We need this amount of time so that we can contact a child from our waiting list to offer the appointment. If we do not get the necessary 24-hour notice, we reserve the right to charge your account a broken appointment of **\$45 per child**. _____(initials)

4. Our office policy on financial provisions and payments

We are committed to providing your child with the best possible care. In order to achieve this goal, we need your assistance and your understanding of our policy. The parent or guardian noted as the responsible party on the initial visit for the Child's account is financially responsible. Payment is due the day of the dental services are rendered. We accept cash, master card, visa, American express and care credit. Returned checks are subject to a \$25 fee. An account balance that goes longer than 30 days past due is subject to a \$25 late fee.

Note: regarding parent or guardians who are divorced, separated, or single; we are not in a position to mediate payment arrangements between parents or guardians _____(initials)

5. Our office policy on dental insurance

We are committed to providing your child with the best possible care. In order to achieve this goal we need your assistance and your understanding of your child's insurance benefits. **The parent or guardian noted as the responsible party on the initial visit for the child's account is still financially responsible for the account, regardless of who the policy holder for the insurance is.** If the child has secondary insurance, we will be happy to file a dental claim, provided we are given all applicable information. _____(initials)

As a courtesy to you, we will file a dental claim with your child's insurance. However, you must realize that:

- Your insurance is a contract between you and your employer.
- We are not responsible for how your insurance company processes claims or what benefits they pay for. Which is why we can only provide you with an estimate of insurance coverage.
- Insurance companies set their own fee schedules and percentage paid.
- Not all dental services are a covered benefit.
- All insurance claims not paid within 60 days become the sole responsibility of the responsible party.
- By law, insurance companies must pay within 30 days. Most do, but some do not. We have given those companies up to 60 days to pay. After 60 days, if there is no payment from the insurance company, the responsible party is responsible to pay that claim and given another 30 days to make the payment in full. That is 90 days since day of service. If you have not paid your balance by this 90 day mark, and have not make financial arrangements with us, the responsible party's account will be sent to a collection agency and you will be responsible for all service fees or your account may be sent to small claims court in which case you will be responsible for any and all court costs.

I have read the above office policies in their entirety. By signing below, I acknowledge that I am aware and understand Star Kids Dental office policies as stated above.

_____ Name of responsible party

_____ Signature of responsible party _____ date.