

OFFICE POLICIES

Pamela Anzelc, DDS
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Thank you for being a patient at our office. We pride ourselves in offering individualized, preventive dental treatment for family members of all ages. Please take a moment to read this information which outlines the services, hours, expectations, and policies of this office. In addition, enclosed is our state mandated amalgam brochure.

OFFICE HOURS

Our management & clerical staff are available:

Tuesday, Wednesday, Thursday from 8:00 to 5:00
Fridays, 8:00 to 2:00

PATIENT HOURS

Dr. Anzelc treats her patients:

Tuesday 8:00 – 5:00
Wednesday 8:00- 5:00
Thursday 8:00 – 5:00
Friday 8:00 – 2:00

Hygiene hours are available:

Tuesday 8:00 – 5:00
Wednesday 8:00 – 5:00
Thursday 8:00 – 5:00
Friday 8:00 – 2:00

TELEPHONE CALLS

You are encouraged to call with any questions you have. Your inquiry will be directed to the person who can best help you. The staff is well qualified to answer most questions, but if the call requires you speak with the doctor, she will return your call at the earliest opportunity.

If at anytime you have questions regarding treatment, fee or service, please discuss them with us promptly and frankly. We will make every effort to resolve the matter in a way amenable to all parties.

EMERGENCY CARE

Should a dental emergency arise, we do our best to respond to your problem promptly. Please call us as early as possible in the day for a scheduled time. If the problem occurs after hours, you will reach our answering service. They will direct your call accordingly or you may leave a private voice mail message and you will be called on our next business day.

PLEASE NOTE: If the emergency includes severe pain, severe swelling, high fever or excessive bleeding go to the emergency room.

INFECTIOUS DISEASE

All of our instruments are either disposable or heat sterilized. You have our assurance that we do not allow cross contamination between patients. Further, it is our policy to **NOT** provide routine dental care to anyone with any communicable, infectious disease, including cold sores. Any patient suffering with a viral, bacterial or fungal infection, needs to call and reschedule their appointment.

LATE ARRIVALS, LATE CANCELLATIONS, FAILURE TO SHOW & IRREGULAR CARE

We see you on an appointment basis and make every effort to be timely. We request you extend the same courtesy to us. If you are unable to keep an appointment, we request 48 HOUR notice. Our office uses a 24-hour, private, system, therefore a message may be done at any hour. Cancellations with less than 24-hour notice, or failure to show for an appointment, will result in a charge of \$100 late cancellation or no show fee.

If we know we are running late due to an emergency or unforeseen circumstances, we make every effort to contact those patients whose appointments will be affected. Please allow some cushion in your schedule for any appointment in case we run late. All patients are given the time they *need* when in the chair and it may not be exactly as scheduled. Similarly, we respectfully request that our patients let us know if they are going to be late so we may determine if we can still keep the appointment. Patients arriving 10 minutes late without prior notice may be asked to reschedule.

We do maintain a record of late cancellations & failures to show for appointments. When any patient has late cancelled or failed 2 appointments, their file is reviewed and we reserve the right to ask the patient to find another provider.

We also track and flag patients who have not appointed within the past two years. Patient charts are inactivated at that time. If such a patient calls and wishes to return for dental care, he or she will be considered a new patient and be subject to any waiting period in place for new patients.

EXCHANGE OF INFORMATION

During your initial conversation with this office, you were asked the name of your previous provider so we could obtain available x-rays (please note that initially only films are exchanged). Should you find yourself in the position of leaving this office, you will receive a Permission to Release form requiring your signature. Upon its return to our office, your x-rays will be duplicated and forwarded to your new dentist. We follow the procedure accepted by the Maine Dental association, which is:

1. Originals are kept in the treating dentist's file. Treatment records, including radiographs, should be duplicated and only the duplicates released.
2. All requests for records should be in writing from the patient or guardian.
3. Copies of records may not be withheld because of an outstanding bill with the dental office.
4. A fee may be charged for duplicating and mailing.
5. Copies must be released to the authorized representative within a "reasonable time", although this time is not defined in the law.
6. Please note: a copy of the Maine law may be obtained from the MDA Central Office or from the State of Maine web site: <http://janus.state.me.us/legis/statutes/22/title22ch4010sec1711-A.html>

There is no charge for the duplication unless your account has a balance or we are forwarding the films directly to you, in which case a \$25 fee per person will be assessed. This fee must be received in full before any films are released.

If your new dentist calls requesting the written records, they will be copied and forwarded if you have indicated permission to do so.

PAYMENT POLICY *

Payment is due on the day services are provided. If you are 62 years or older, your fees are automatically reduced by 10%. In order that we may have a definite understanding regarding the payment of dental fees, please choose one of the following means of remittance:

Cash or Check; Debit Card; Care Credit; MasterCard, VISA, Discover & American Express

Returned checks will be charged a \$25.00 fee.

Before The Services Are Rendered:

For your own peace of mind, you may wish to have a treatment plan detailing the advised treatment, fees and your estimated out of pocket responsibility. Please ask the front desk for a detailed treatment plan if desired. Our office provides you with that estimate at no charge. Further, if you have insurance, the treatment plan can be sent to your insurance company for THEIR written estimate of benefits. Obtaining this estimate from your insurance company will not obligate you to the treatment.

Insurance:

You are responsible for understanding your own insurance and benefits. Your policy is an agreement between you and the insurance company. You are responsible for payment of services rendered to you. The insurance company is responsible to you. You may choose pay in full & have the insurance benefit remitted directly to you.

If you do not pay in full, YOU ARE RESPONSIBLE FOR YOUR CO-PAYMENT AND/OR DEDUCTIBLE ON THE DAY THE SERVICE IS PROVIDED. The co-payment requested is an estimate. Insurance policies vary greatly in allowable benefits. If a balance remains after the insurance has paid its portion, you will be billed. If you have overpaid your co-payment, a refund check will be mailed to you promptly. Please be aware that some companies pay a fixed allowance for certain procedures and others pay a percentage of the charge.

The office submits all claims the next business day when they have been reviewed. Please realize that professional services are rendered to a person, not to an insurance company. Ultimately, you are financially responsible to us and the insurance company is responsible to you. If there are problems, we will help in any way we can but **if an insurance company's portion remains unpaid for more than 60 days, you will be expected to pay that balance in full.**

Who Is Responsible:

The patient is responsible for his or her payment. If the patient is a minor and had been brought by an adult, the accompanying adult is responsible for payment. If a young adult has been sent on his or her own, the parent or guardian needs to make arrangements for payment, for example calling ahead with a credit/debit card number or giving the patient a blank check.

Sometimes, in the case of a divorce, one parent has been designated by the courts to be responsible for the child's expenses. *Payment is the responsibility of the parent or guardian who brings the child to the appointment* and it is that parent's responsibility to collect reimbursement.

Finance Charges

Should a balance remain outstanding for more than thirty days, a finance charge will be assessed. The rate is 18% per annum (1.83%/month). A finance charge is not assessed on any portion of a balance due from an insurance company.

*This policy is subject to change without notice.