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Welcome! We are always pleased and grateful to welcome new patients to our practice. We pride ourselves on helping our patients achieve dental health at its best in a comfortable and caring environment.

Our staff is dedicated to treating our patients with courtesy, respect, and compassion. It is our belief that the dental experience can be relaxing and comfortable. There is no substitute for good health and quality of life. We believe that taking care of your dental needs will significantly contribute to both. **We ask that you take a few minutes to review the following information about the practices and procedures of our office.**

ABOUT US:

Your overall oral health is our primary concern. We do not customize your treatment needs around your dental insurance benefits. It is your responsibility to know what your benefits may or may not be. We treat the patient and not the insurance company.

ABOUT DENTAL INSURANCE:

- No insurance company will cover 100% of ALL dental expenses.
- Your estimated portion not covered by insurance, is due at the time treatment is performed.
- Dental insurance is a contract between the patient and the insurance carrier, NOT between the insurance and the dentist. The patient is still the responsible party regarding dental fees. We will be glad to process insurance forms at no charge.

ABOUT FINANCIAL POLICIES:

Payments are due when services are performed. We accept VISA, MasterCard, Discover, and American Express. Cash and personal checks are also accepted. There will be a \$40.00 service charge on all returned checks. If you need to make financial arrangements, we offer convenient and flexible financing options through CareCredit.

ABOUT SCHEDULING APPOINTMENTS:

All patients with a scheduled appointment will be given a confirmation call at least 1-2 days before the appointment. If we are unable to reach you and must leave a message, please call and confirm at least 1 day prior to your appointment. There is a \$49 charge for failing a scheduled appointment.

We look forward to meeting with you to discuss any immediate concerns or needs you have. Feel free to ask any questions you may have. We hope to make your first and every visit with us as pleasant as possible. Again, welcome to our patient family!

Dr. Terry Reavis, Dr. Annette Harriman, and the Team at Bixby Family Dentistry,

Signature: _____ Date: _____