

## Barry R. DeGraff, D.D.S.

We would like to welcome you to our dental practice and to explain our office policy. We believe that service to our patients is at its best when there is complete understanding and mutual cooperation.

### **We believe our patients can expect from us:**

1. A high degree of professional skill and ability.
2. That we studiously keep abreast of progress in the dental sciences.
3. Integrity to perform all services to the best of our knowledge and ability.
4. An explanation of our findings resulting from a thorough diagnosis and the establishment of a fee for dentistry to be performed.
5. The greatest effort to make your visits as comfortable as possible. As well as respecting your time as valuable as ours, by staying on schedule.
6. To achieve a minimization of costly reconstructive work through proper preventive care.

### **In return, we believe we must expect from our patients:**

1. Complete cooperation in making and keeping appointments. Kindly give 24 hours notice when unable to keep a scheduled appointment, so that we may give your appointment to someone else. Because we try not to double book patients, failure to show up for an appointment will result in a fee of **\$65.00** dollars. It is also very important to be prompt so that we do not fall behind in our schedule.
2. A conscientious effort to follow our instructions on home care and oral hygiene.
3. Recall visits at such a time as is indicated according to individual mouth conditions.
4. Payment of any fees are expected at the time of the visit, unless a definitive arrangement has been made before your appointment.
5. **Due to HIPAA (Health Information Portability Accountability Act) regulations cell phones are not permitted past the waiting room. We appreciate your cooperation by turning off your cell phone while in our office.**
6. A reasonable amount of time given to the staff if you need a prescription filled for an upcoming appointment.
7. You agree to notify our office of any and all changes to your address and or telephone number within a reasonable time frame (two to four weeks).
8. Another HIPAA regulation is patient privacy. (A copy of HIPAA Is located in the waiting room on the table or ask the front desk for a copy). Please remain in the waiting room area until your name is called to proceed to the back.

In order to avoid interruptions while we are treating a patient, our office coordinator has been given responsibility for making appointments, the collection of fees and account maintenance. She will be working with you in these areas.

We would like to extend our appreciation and welcome you again to our dental practice. Your first appointment will be for a comprehensive oral exam, which includes the hard and soft tissue, an oral cancer screening and all necessary radiographs. This appointment **does not** include a prophylaxis (dental hygiene cleaning), as an exam is necessary to determine the appropriate amount of time needed to accomplish a thorough cleaning.

Please sign, date and return to our office. Thanks.

---

Patient name (or Guardian signature)

Date