To My Valued Patient:

Thank you for choosing Lucas Dental Associates. Our main goal is to provide a high quality dental office experience while helping you regain or maintain your health as quickly, efficiently and inexpensively as possible.

Our purpose is to help our patients receive optimum health care. We have the latest sterilization technology because cleanliness and infection control is of great importance. We also have a personal, professional and ethical responsibility to care for your health to the best of our ability.

Missed appointments and failure to comply with recommended treatment prevents us from achieving our goals of optimum health for you. If for some reason you cannot keep your appointments and adhere to our treatment recommendation, we will not be able to continue treating you in good conscience. Therefore, the following policies **must be agreed upon:**

1. **No shows are unacceptable :** We confirm appointments via email and texts to make it easier for busy guests to make it here on time. **Please respond to these communications so we don’t bother you with reminder calls.** Failure to make an appointment not only compromises your health, but inconveniences other patients who may have requested an office visit during your scheduled appointment time. In order to avoid a cancellation fee, you are expected to call within 24 hours of your scheduled appointment.
2. **We request that you are on time for your appointment** We will see you on time and get you out on time unless there is an emergency. If you are more that 15 minutes late you may have to reschedule to ensure that adequate time is allotted for treatment scheduled
3. **If you miss an appointment you must make it up** It is critical to your health to do so to avoid set backs in the care and maintenance of your teeth and gums.
4. **Transfer of records** Should you move, change dentists or need to have your records duplicated for any reason there is a fee, which must be paid prior to their release.
5. **We run a Zero Balance Office :** We will provide you with an estimate before treatment is performed in order to eliminate surprises. Insurance co-payments are due the day services are rendered. You are responsible for your yearly deductible if applicable. If you are receiving extensive care you may reach your insurance maximum. Please be advised that if you go beyond your max the balance is still your responsibility. We will make every effort to advise you if your max is approaching.

Our responsibility is to achieve and maintain your dental health regardless of your insurance coverage. If you choose to delay or postpone treatment for insurance reasons, questions and or concerns regarding your financial obligations can be directed to our financial coordinator.

1. **Dissatisfaction:** It is our duty to ensure that you’re completely satisfied with treatment rendered. We would appreciate any concerns regarding treatment or customer service to be brought to our attention immediately so that we can address your concerns to the best of our ability.
2. **Head phones and music are welcome during appointments.**

We greatly appreciate your cooperation and referrals.

Yours Truly,

Dr. Robin Lucas and Staff

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Patient Date

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Witness Date