



Los Gatos Family Dentistry

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Thank you for selecting Los Gatos Family Dentistry as your dental care provider. We are committed to providing you with the best dental care and treatment available. We suggest that you familiarize yourself with our office policies so that your visits run smoother and all of your expectations are fulfilled.

APPOINTMENTS

We do not double book appointments. Your appointment is reserved for you alone with the appropriate health care provider. We respect your time and strive to stay on schedule to see you in a timely manner. Please be aware, if you arrive late for a scheduled appointment, we may be required to alter the planned treatment depending on the amount of time remaining, request that you wait and work you into the schedule with some interruptions, or reschedule the appointment.

CONFIRMATION CALLS

As a courtesy, we provide appointment reminders a day or two before the scheduled time. Since most appointments are made well in advance, please be sure that your current contact information remains current. E-mail reminders and text messages also are available at your request. If we are unable to reach you, we will not cancel your appointment unless you notify us otherwise. If you need to contact our office outside of normal business hours, please feel free to leave a message and we will return your call as soon as possible.

SERVICE CHARGE

Please notify us at least 48 hours in advance if you need to cancel or reschedule an appointment. We understand that occasionally unforeseen circumstances may arise. For missed appointments or cancellations with less than 48 hours notice, a service charge of \$55 will apply.

EMERGENCY SERVICES

Our policy is to address emergency conditions in a timely manner. If you require emergency treatment, we will attempt to accommodate you the same day or within one business day. Please notify us as soon as possible if you feel you have an emergency that requires our attention. We will assess your condition and recommend the appropriate treatment. Please keep in mind that we must be fit you in amongst our previously scheduled patients, which may require a short waiting period, however we will do our best to limit your inconvenience. If your emergency occurs outside of our normal business hours, please contact us and leave a message. We check messages frequently and will return your call as soon as possible to provide you with further instruction.

INSURANCE BILLING AND PAYMENTS

As a courtesy, we submit dental claims to your insurance carrier on your behalf. We do our best to provide you with accurate insurance coverage and benefit information for your policy, as well as estimates of your out-of-pocket costs based on the information provided by your insurance carrier when we verify your benefits. Please be aware, however, that all insurance carriers have a disclaimer stating that any information they provide may not be accurate. You are responsible for any portion not paid by insurance. We ask that you pay your deductibles and copayments the day of treatment. Cash, personal check, VISA, MasterCard, Discover or American Express are acceptable forms of payment.

HEALTH UPDATES AND CONTACT INFORMATION

We update your medical records and contact information every six months. Please notify us of any changes as they occur. This will insure that you receive the appropriate treatment recommendations and that our staff may reach you when necessary.

RELEASE OF RECORDS

X-rays taken by Los Gatos Family Dentistry are confidential and must remain in our office as they are considered part of the legal record. We will share your information with your insurance carrier or to a referring specialist along with a copy of your x-rays at your request. If you are transferring your records outside of the practice, please sign a release form and provide us with information where you wish the records to be sent and allow at least one week notice. A fee of \$25 will apply for records that cannot be sent electronically.

RESPECT OTHERS

Out of consideration to the staff and others, please turn off all cell phones while in the treatment rooms. Shoes should be worn at all times for safety reasons. All minors must be accompanied by an adult.

We look forward to working with you on maintaining healthy teeth and a beautiful smile. Again, thank you for choosing Los Gatos Family Dentistry. It is our pleasure & honor to serve you.