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Office and Financial Policy

IT IS OUR GOAL TO PROVIDE QUALITY DENTISTRY FOR YOUR CHILD IN A PROFESSIONAL, RELAXED AND FRIENDLY ATMOSPHERE, AND WE STRIVE TO MEET THESE GOALS DAILY. THIS LETTER STATES SOME OFFICE POLICIES THAT WE FEEL ARE IMPORTANT IN MAINTAINING A POSITIVE RELATIONSHIP.

COVID-19 POLICY

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:


-  Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office.
-  Everyone's temperature will be taken before coming into the office.
-  We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed.
-  You may see that our waiting room will no longer offer magazines, children's toys and so forth, since those items are difficult to clean and disinfect.
-  Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
-  We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time


(four). ***If you are not accompanying the child for treatment please stay in your car. Remember to stay home if you feel sick!***


PHILOSOPHY

As part of our office philosophy, it is very important to spend as much time as necessary with each patient to fully address his/her oral health problems. This enables our office staff time to explain and discuss treatment recommendations in depth and answer any questions parents and guardians may have. Our staff schedules patients accordingly and we try to be as efficient as possible in order to expedite your entrance and departure from this office. Please be reassured that we value your time. However, given the unpredictable nature of working with children, it is not uncommon to have a prolonged waiting period. Our office treats infants, children, and children with special needs and medical conditions. On many occasions, we are delayed for such matters as patient's behavior, medical issues or protocols which require our immediate attention and/or emergencies.


APPOINTMENT POLICY

-  Patients are responsible for keeping their scheduled appointments. We reserve the rights to reschedule patients' appointments if they are non-responsive to our confirmation calls. If you are running late for your appointment, please notify us to avoid your appointment being rescheduled. We strive to be the dental home for many children like yours. Please understand we are one of the few providers for your insurance. Missed visits lead to empty spaces in our schedule that could have been allocated for children who require prompt care.

-  Tally Dental has established a strict "TWO STRIKE" cancel/fail policy. Therefore, any patient who cancels in less than 24 hours from their appointment time or misses an appointment (in any combination) will be dismissed as a patient from our office after the second offense. Our office charges a fee of \$35.00 for broken appointments.








-  Please keep your contact information up-to-date with us. Our office uses text messaging, emails, and phone calls to keep our patients informed of their appointments. It is the patient's responsibility to make sure that our office has your current information on file.

PARENTS IN THE TREATMENT ROOM

-  We allow parents to be in the treatment rooms with their children. Although we usually establish a closer rapport with your child we want you to be present. We will do our

best to gain your child's confidence and overcome apprehension. For the safety and privacy of all patients and due to limited seating, other children or family members who are not being treated should remain in the reception room or the car (due to COVIT-19).

FINANCIAL / INSURANCE POLICY

-  Payment is due at the time service is rendered. Payment is the responsibility of the parent/legal guardian/authorized person accompanying the child to the dental appointment.
-  If your insurance benefits are not able to be verified by our office prior to your child's initial visit due to incorrect information received from parent, all charges must be paid in full at the time of the appointment. As a courtesy, our office will then submit the claim for this visit to your insurance company for you.
-  If your insurance coverage should change, a 48-hour notice is required prior to any scheduled appointments.
-  Insurance coverage is based on an estimate of your insurance benefits. You, the parent, are responsible for all amounts not covered by your insurance company. You will need to contact your insurance company with any questions regarding payment of benefits. If for some reason your account should become delinquent, you agree to pay for all rebilling charges, interest charges, collection costs, and attorney fees.
-  If you have secondary insurance information needs to be provided prior to the time of the appointment. Office is not responsible for secondary insurance claims not submitted if the information was not provided to the office staff.
-  We do not accept personal checks at the time services are rendered, however, if you need to pay a previous balance due to a statement received from us, a personal check will be accepted.
-  A returned check due to insufficient funds in the account will be charged according to Florida statute table of allowances.