

# Alamo Heights Periodontics Office Policy

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**Appointments:** We see all patients on an appointment basis and ask that you call in advance so that we can reserve time for you. We try our best to stay on schedule. However, emergencies do occur which occasionally cause delays. If we are delayed we will try to notify you beforehand. Please assist us by being on time for your appointments.

**Office Hours:**

<b>Monday</b>	<b>9:00-5:00</b>
<b>Tuesday</b>	<b>9:00-5:00</b>
<b>Wednesday</b>	<b>Closed</b>
<b>Thursday</b>	<b>9:00-5:00</b>
<b>Friday</b>	<b>9:00-5:00</b>

## **Cancellation Policy:**

**Regular Appointment or Consultation:** If you are unable to keep your appointment, please give our office at least **24 hours** notice. This courtesy allows us to be of service to other patients. Patients who cancel within 24 hours or less or fail to show for their scheduled appointment are subject to a **\$25.00** charge. This charge will be due at the next appointment in addition to any regular co-pay or coinsurance.

**Surgery Appointments:** Due to the fact that we are blocking off approximately **2 hours** of our scheduling time, it is crucial that you make your appointment. We will remind you **24 hours** in advance of your scheduled appointment. It is at that time that we can make any necessary changes. We will post our fee of **\$100.00** to your account if you miss or forget your scheduled appointment, or if we collected a deposit upfront we will keep **\$100.00** as our reservation fee for missing your set appointment.

**Materials Deposit:** We ask that a deposit of 50% be made for custom ordered dental supplies (implants, night guards, stents, etc.). We will post a restocking and shipping fee to your account if you miss or forget your scheduled appointment to cover the lab costs.

**Doctor Cancellations:** Occasionally, the doctor may need to change her schedule, cancel and reschedule appointments with you. You will be informed of this as far in advance as possible and/or rescheduled. In the event of a hospital emergency or illness of the doctor or other staff, we may unfortunately be forced to give you little notice regarding the need to reschedule your appointment.

**Patient Tardiness:** A patient may be seen up to 15 minutes into their appointment time. A patient arriving after this time may not be seen and will be asked to reschedule. Again, this is done as a courtesy to patients who will wait longer periods of time.

**Payment for Services:** Payment is expected at the time of services are rendered unless arrangements are made in advance, including insurance co-pays and outstanding balances.

**Insurance:** Office visits will be filed with your insurance company as a courtesy of Dr. Flynn's staff. Co-pays and deductibles must be paid at the time of visit.

Insurance companies reimburse dental fees by averaging the fees of hygienists, general dentists and periodontists providing periodontal services. In addition, some employers purchase a lower level of reimbursement for their employees in an attempt to keep costs down. Thus, our fees may be above the "usual and customary fee" of your insurance company. This may affect the amount of your co-payment. We understand that this is confusing, and our staff will assist you with your insurance questions.

Private pay patients must pay at the time of the visit. Cash, check, credit or debit card only. Financing plans are also available.