

Welcome to Irwin Dental Center

We appreciate your selection of Irwin Dental Center to provide for your dental health needs. Our goal is to provide the very best possible dental care for our patients so that each of you may achieve optimal dental health throughout your lifetime.

Our entire staff operates as a team and we take great pride in each staff member's training and capabilities.

Please review the balance of this letter to become more familiar with our policies.

Business Hours

Our normal business hours are Monday through Friday from 8am until 5pm. The clinic is closed on weekends and major holidays as well as times when the doctor and staff are attending continuing education programs.

Fees and Payment Policy

In an effort to keep dental costs down while maintaining a high level of professional care, we have established the following payment plans for the use of our patients.

Fees may be paid as follows:

- Prepayment, or payment at time of treatment with a 5% discount
- Payment of balance in full within 10 days of statement date
- Use of your Visa, MasterCard, Discover or American Express card.

Extended payments are available upon special request. Accounts outstanding more than 60 days from treatment date will bear interest at 1½% per month or 18% per annum.

All major treatment and treatment involving a laboratory procedure will require an appropriate down payment.

Our senior citizens will receive a 10% discount for payment at time of treatment.

Insurance

If you have insurance, we will help you to determine the coverage available. We ask that you assign your insurance benefits to us. The balance will be arranged for you to pay as listed above.

Professional care is provided to you, our patient, and not to an insurance company. Thus, the insurance company is responsible to the patient and the patient is responsible to the doctor. We will help you in every way we can in filing your claim and handling insurance questions from our office in your behalf.

Appointments

Patients are seen by appointment only. Please call in advance so that we may reserve a time for you. We make every effort to be on time for our patients, and ask that you extend the same courtesy to us. If you cannot keep an appointment, please notify us immediately. A minimum 24 hour

notice is requested. This courtesy on your part makes it possible for us to give your appointment to another patient. Cancelled or failed appointments with less than a 24 hour notice may have a "no-show" fee assessed.

Emergency Care

We reserve a limited amount of time each day so that emergency patients may be scheduled quickly. If you have a problem requiring emergency treatment, please call us as early in the day as possible.

Should you have an emergency after business hours, please call our office and alternate phone numbers will be provided.

Preventative Care

We believe in the importance of regular preventative dental care. As a service to our patients, we have adopted a customized recall program suited to each individual's need.

Warranty

We are pleased to offer a limited warranty on Crowns, Bridges, and Implant Crowns to our patients who are coming in for their regular preventive care appointments. Please ask for a copy of our warranty policy.

Thank you for choosing
Irwin Dental Center