

Office Policies

We at Nose Creek Dental Centre believe that clarity is the key to a good relationship. In an effort to ensure your appointments are as pleasant and predictable as possible we would like to give you an overview of our office policies. Please feel free to call us with any questions you may have.

About Direct Insurance Billing

Due to the Canadian Personal Privacy Act, we are unable to access any sufficient information from your insurance company regarding your dental plan. It is your responsibility to know the details involved in your plan such as annual maximums, frequencies, and any other limitations. We extend the courtesy to bill your insurance directly, however, to avoid any patient portion discrepancies please be fully aware of the particulars of your plan so you can utilize your benefits to the maximum.

Your Appointment Reminders

Please understand that it is your responsibility to keep track of your appointments and we do everything we can to remind you of them in adequate time for you to make arrangements or changes for that appointment. As a courtesy we either send out a reminder card or email one month prior to an advanced book hygiene appointment. We then send out an email four days ahead or call two days ahead to confirm your appointment. At this point we do require you to confirm your appointment with us either by email, or phone call. If you are unable to call during our regular office hours you can leave a message on our answering machine.

Our Cancellation Policy

Due to a continuous high demand in prime time appointments, we require a minimum of 48 hours notice per appointment should you need to reschedule your appointment. This is valuable time that the Doctor has reserved for you.

Our desire is for you to have a pleasant experience in our office. We strive to serve you to the best of our ability in helping you attain maximum dental health.

I have read and understood the above policies.

Patient/Guardian Signature

Date