



We, at Lakeview 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.

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.

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. And as a courtesy, we send out hygiene reminder cards to you about 3 weeks prior to a booked appointment and try to make confirmation calls 2 days prior to your appointment. Unfortunately, that is all we are able to do in order to remind you of upcoming appointments, after that it is up to you to remember.

Due to a continuous high demand in prime appointment times, we require a **minimum of 2 working days' notice** per appointment should you require to reschedule or cancel your appointment. This is valuable time that the Doctor has reserved for you. In the case that insufficient notice is given a minimum **\$50.00 fee or greater** (depending on the length scheduled for your appointment) will be charged to 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 Name: _____ Signature: _____