

# Policy Page

We want to welcome you to our dental office. Below is a summary of our office policies which we hope will provide you with the information necessary to make informed decisions about you and your family's oral care.

## **Appointments:**

- Call the Stone Glen Dental Care office at (817) 482-1400 OR Park Glen Dental Care office at (817) 577-8831 24 hours prior to an appointment if the appointment is not going to be utilized/if the visit is being cancelled or postponed.
- We reserve the right to charge \$25 for no show appointments **without** 24 hour cancellation notice.
- Please be aware patients that arrive more than 10 minutes late for their appointments may be asked to reschedule.

## **Payments:**

- We collect all co-pays, deductibles, and co-insurance at the time of service. This is according to the benefit quote that our office obtains from your insurance company.
- We have a \$30.00 fee for all return checks.

## **Holidays:**

- The office is closed for all major holidays. For urgent and emergency care, patients are to call our office line to receive an after hours line.

## **Inclement Weather:**

- For inclement weather office hours, please check our website at [www.frankhoangdds.com](http://www.frankhoangdds.com). For urgent and emergency care when the office is closed due to inclement weather, please use the URGENT CARE and EMERGENCY CARE guidelines previously listed.

I have read and understood the policies of Dr. Frank T. Hoang D.D.S., P.A. I agree to all the terms described in it.

\_\_\_\_\_  
Parent Signature/Guardian Signature

\_\_\_\_\_  
Date