

Viewmont Family Dentistry

Policies and Agreement for Patients with Medicaid and NC Health Choice

Unfortunately, it has been our experience that patients with Medicaid and NC Health Choice have had an extremely high number of broken appointments. The result of those numerous broken appointments have been unnecessary and sometimes painful to other patients in need of treatment. Therefore, the following policies have been implemented to eliminate broken appointments and to treat motivated patients in a more timely manner.

1. We will attempt to call you to remind you of your appointment up to 2 business days prior to your appointment date. If a message is left and we do not receive a call back, we will assume that your appointment is confirmed.
2. Copayments must be paid before you are seen for your appointment. Failure to pay the required amount will result in cancellation of your appointment for that day.
3. You must be on time for your appointment. If you arrive more than 10 minutes late without prior notice, your appointment may be cancelled.
4. We do require a 24 hour notice for all cancellations. Appointments cancelled in less than 24 hours or “no shows” will result in dismissal from our practice.
5. We try to accommodate families to the best of our ability. Unfortunately, we will only schedule 2 family members on the same day.

I, _____, have read and agree to my obligations as a patient of Viewmont Family Dentistry. I understand that failure to adhere to these policies will result in dismissal from this practice.

Patient/Guardian Signature: _____

Date ____/____/____