



200 N. Glebe Rd #225 Arlington, VA 22203

When we welcome a new patient to the practice, we also welcome any questions you may have about office policies, insurance and, of course, fees. Please read through our office and privacy policies and we will be more than happy to answer any questions you may have.

We respect everyone's time and we try our hardest to stay on schedule for your appointment so that you are not delayed for your other appointments. On occasion, there may be unforeseen delays due to patients with emergency situations. We would like to accommodate your needs as well in these situations so please be patient with us.

- **Please notify us of any cancellations or reschedules 24 hrs. in advance to avoid a \$35 fee** and to give us time to accommodate patients who are in need of immediate care.
- Please note, late arrival of **more than 10 minutes** may be rescheduled.
- Any forms that require Dr Ly's attention are subject to **\$10 fee per form** which must be paid at the visit.
- We will not clean any occlusal appliances.

We feel the best thing about our style of dentistry is our commitment to quality. If you have been with our practice for a while, you already know our attention to detail and fine materials are second nature to us. But everyone's financial situation is different and good dentistry will not count for much if it is beyond your means. It is part of our philosophy that quality care should be available to everyone. Our first rule of thumb: before any work is performed, we'll sit down together and go over our estimate of charges.

Policies for appointments, treatment plans and payments:

- A 50% deposit is required for your treatment to secure your future appointment is required.
- We will schedule your next 6 months cleaning and exam before you leave.

Insurance makes life easier. We'll help fill out your claim forms and answer any questions you have. We work with only PPO dental insurers. Carriers vary but we will try to help you get the most benefits out of your particular policy. Each policy is different, but in general, insurance usually covers about 80% of basic care and 50% of major work. Pre-authorization for major work will tell you the amount of your obligation ahead of time (no one likes these kinds of surprises). This way you pay only the estimated percentage of your total bill, that portion not covered by insurance. Please keep in mind you are responsible for your total obligation should your insurance benefits result in less coverage than anticipated. When payment from your insurance company is received and applied to your account, any balance due will be billed to you, and any overpayment is refunded to you.

The way we see it, there is always a way to get the help you need. We accept Visa/Master Card, or cash. If you qualify, we will work with you to devise a method of payment amenable to us both.

We look forward to having you as a part of our dental family.

**Acknowledgement of Receipt of Office and Privacy Policies**

**I acknowledge that I reviewed *transcendental's* Notice of Privacy Practices.**

In the event my account becomes delinquent, I understand I am responsible to pay actual and reasonable collection charges and/or attorney fees.

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**Patient Name and Signature**

**Date**