

Grant Q. Loo, D.M.D.

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**Office Policies & Procedures**

**Financial Policy:**

Payment is required at time of treatment. We accept cash, checks, and all major credit cards. We accept Care Credit which offers no interest payment plans. You may apply in our office or online at [www.carecredit.com](http://www.carecredit.com).

Children/young adults not accompanied by a parent must bring payment or have parent call ahead with credit card information for treatment rendered.

We will be happy to file your dental insurance. Estimated co-pays and deductibles must be met at the time of treatment. Please understand this is *only an estimate*, any balance left after Insurance pays, will be considered *your responsibility*.

**Appointments, Cancellations, No Shows:**

Our office hours are: **MONDAY- THURSDAY 8:30-5:00**

**FRIDAY 8:30—12:30**

We make reminder calls 24 hours prior to all appointments. For those hygiene appointments, we also send a reminder card by mail one month in advance. These reminders are a courtesy to our patients, but ultimately it is the patient's responsibility to make and keep their appointment times.

**A 24 hour cancellation notice is required unless there is an emergency. A no show without notification will result in a broken appointment fee of \$25.**

If you are over 10 minutes late for your appointment, we reserve the right to reschedule your appointment for a later time. Please understand that we strive to stay on time for your appointment as well as those patients that follow you.

**Acceptance of Policies and Procedures:**

I have read and fully understand the policies and procedures outlined.

\_\_\_\_\_ Date \_\_\_\_\_

I also have been informed of the Privacy Practices of this office and I am aware that a copy will be given to me if requested.

\_\_\_\_\_ Date \_\_\_\_\_