



1-2160 Flamingo Road  
Kamloops, BC V2C 4J9  
Ph: 250-374-8221  
Fax: 250-374-3256  
[www.puredental.ca](http://www.puredental.ca) Email: [puredental@telus.net](mailto:puredental@telus.net)

**General Family Dentistry: Dr. P.A. Kiss – Dr. K. Forrest – Dr. S. Palasty**

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## Office Policies

Welcome to our clinic. It is our optimal goal to provide you and your family with the highest quality of dental care, while maintaining a friendly and relaxing environment. To keep our standard of care to a level which best serves your dental needs, we ask that you please observe the following guidelines:

### Appointments

Our office is open from 8am-5pm with a 1 hour lunch break from 1-2pm. We have offset our lunch break to try and accommodate those patients that work during the week and have their lunch hours from 12-1pm.

### Cancellation Policy

There are many times when our patients require urgent or emergency treatment and therefore require an appointment as soon as possible. When patients give the clinic advance notice of their need to cancel a scheduled appointment, this time can in turn, be allocated to those patients in need of urgent treatment. In this way the clinic can best serve the needs of ALL patients.

Bearing these special needs in mind, **the clinic requires a minimum of 24 hours notice if an appointment must be cancelled.** A patient research project carried out by the Canadian branch of the Academy of General Dentistry, the second largest dental organization in the world, shows that most patients who cancel appointments do so in the belief that a scheduled appointment is a matter of convenience, whereas patients who keep their appointments do so because they see a scheduled appointment as a commitment to be honoured. Surveyed patients who cancel scheduled appointments were surprised to discover that a cancelled appointment on short notice (less than 24 hours) can adversely affect many other patients, specifically those who *are suffering and in pain.*

Keeping in mind that the goal of our Clinic is to serve the needs of all patients, especially those in acute pain, our practice policy is that patients wishing to change their commitment to scheduled appointments for the sake of their convenience must give the practice a minimum of 24 hours notice. If less than 24 hours notice is given to cancel an appointment, a **minimum \$50.00 fee\*** will be assessed depending on the length of the appointment cancelled. In the event that **no notice is given and the patient does not show up for their scheduled appointment, a minimum \$75.00 fee\*** will be assessed depending on the length of the appointment missed.

In the event a patient does not “show up” on a second occasion, the practice policy is to ask the patient to find a different practice, at which point our administrative staff will be happy to transfer the records of that patient to a new office with a letter explaining why the transfer is being made.

Please note that insurance companies **DO NOT** cover fees for broken appointments, therefore payment is the patient’s responsibility and all future scheduled, or required appointments, will no longer be held or booked respectively, until the assessed fee has been paid.

**\*Exceptions will be made for illness or personal tragedy**

## Payment Policy for patients with or without Dental Insurance

Unless prior arrangements have been made, **payment is due upon completion of treatment.** We accept Cash, Interact, Mastercard or Visa. If there are any outstanding charges on your account, payment is expected in full prior to your next appointment. If full payment is not made your appointment will be rescheduled until your account is paid.

As a courtesy to you Pure Dental will accept payment directly from your Insurance Company for your dental care where the following conditions are met:

- All details and information concerning your dental plan is provided by you, as well it is your responsibility to notify us of any changes in your status regarding your plan immediately (i.e. layoff, divorce, etc.) Your dental insurance provider does not inform us.
- Uninsured balances are paid in full on the date of service.
- Insured balances are paid within 90 days
- You will be notified of your dental insurance provider inactivity of payment 60 days following treatment by our office.
- If, after 90 days, your dental insurance provider has not responded with payment, you are personally required to provide full payment of your account. Please understand that by this point we will have reviewed and contacted your insurance company at least 3 times.

At this time we will be happy to fill in a dental claim insurance form in order that you may contact your employer or the dental insurance company directly to claim your benefits.

Please note that not all services may be covered by your insurance carrier and every insurance plan has its own unique “quirks” and exceptions. Our office will do our best to assist our patients in understanding the details of their insurance plan; however, we are limited in the information we can access and it is ultimately the patient’s responsibility to understand *their* insurance.

We at Pure Dental look forward to taking care of your oral health needs and welcome you and your family to our team of dental professionals.

***The following section is to be signed by the patient.***

Interest will be charged on overdue accounts (60 days) at 2% per month (24% per annum)            (initials please)

I have read the above policies of Pure Dental and understand my responsibilities as a patient.

Signature \_\_\_\_\_

Date \_\_\_\_\_