

Dr. Amy Brooks
Office of Oral Surgery

320 S. Green St., Morganton, NC
www.drbrooksnc.com

(828) 438-1010©
(828) 438-1044Fax

Office Policy and Financial Agreement

Communications:

Telephones are answered by office staff during the following business hours: M – TH 8:00am to 5:00 pm, Friday by appointment only. Our After Hours answering service may be contacted at (828) 496-3008 in case of an emergency or urgent care.

Confidentiality:

All written and other communication in this office is confidential. Information about you will only be released with your permission. Please request a copy of the office HIPAA policy.

Cancellations:

Our goal is to provide high quality care at reasonable cost to our patients and in fairness to other patients and the doctor; we require at least a 24 hour notice when canceling/rescheduling an appointment. The practice reserves the right to require prepayment or dismiss patients with excessive cancelled/rescheduled appointments.

Fees:

Fees are standard and determined by Amy Brooks, DDS, MD, PhD, PLLC. Payment for service is due in full the day of the appointment. However, we are willing to file insurance claims for you as a courtesy, granted you provide our office with all necessary information. Payment for a consultation visit and/or X-ray taken in our office is expected the day of the appointment. The day of treatment, any portion estimated not to be covered by your insurance carrier is due. If an insurance company has not paid within 60 days of billing, any unpaid professional fees are due and payable in full from you. A monthly service charge of 1.5% will be applied to any unpaid amount after 60 days. In the event of an overpayment, we have 30 days after insurance has paid to refund you the balance.

Prescription Refills:

We ask that all refill requests by established patients be made during regular business hours. Narcotic prescriptions can no longer be phoned into a pharmacy.

MEDICARE: We are not a Medicare provider because Medicare does not cover dental treatment.

MEDICAID: We only accept patients under the age of 18 with a physician or dentist referral from certain local counties and offices.

NC HEALTH CHOICE: We do not accept this insurance.

Minors: All minors are required to have a parent/guardian accompany them to the consultation. The parent bringing the child and completing the forms will be held responsible for the account.

Patient Agreement

I understand and agree to the policies above.

Patient signature (parent/guardian if pt is a minor)

Date