



**Brandon J. Hissong, DMD**  
**Complete Family Dentistry**

**Welcome...**If you are a new patient to our practice, we would like to welcome you. If you are an established patient, we want to thank you for the trust you have placed in our practice for your dental care. We look forward to providing all of our patients with the most modern dental care available. Our office can provide you with complete general dental services ranging from preventative and fillings, to full mouth reconstruction and cosmetic dentistry.

**Appointments/Cancellations...**For your convenience the office is open Monday, Tuesday, Thursday, and Friday. We also have some evening and Saturday appointments available to accommodate our patient's needs. We set aside specific time slots for each appointment based on the procedure and the needs of the patient. This is to ensure a relaxed and comfortable environment for your dental visit. If an appointment cannot be kept, we ask for 48 hours notice. A missed appointment fee of \$50 per hour will be assessed if we do not have at least 24 hours notice. We try hard to keep appointments at their scheduled times and we ask that you try to do the same.

**Insurance...**As a courtesy, we will be glad to submit any insurance claims. While our dental team will be glad to help you with your coverage, it is important that you are familiar with your plan. All policies differ in payment schedule, deductibles, annual maximums, allowable fees, etc. Please keep in mind you are responsible for your total obligation should your insurance company deny a claim, delay payment or if benefits are less than anticipated.

**Payment...**We feel that all patients deserve from us the very best dental care we can provide. Further, we feel everyone benefits when definite financial arrangements are agreed upon prior to treatment. For your convenience we offer several financial arrangement options. We accept personal checks, cash, Visa, & MasterCard. We can provide information on low interest financing, some with no interest options. Many patients find this service useful to finance larger treatment plans. Payment for your portion on the treatment is expected on the same visit that treatment is completed. For procedures that require two visits, such as crowns, we require half payment on the first visit and payment in full on the completion of treatment. Outstanding balances may incur a billing fee.

**Patient Confidentiality...**Our office follows the Federal "HIPAA" Health Insurance Portability and Accountability Act. We do not sell your personal or medical information to anyone. We do not share your information with anyone other than your insurance carrier, pharmacist, physician, or other dental specialist. We keep all your information confidential. We have enclosed a copy of our policy.

I have read and understand the above policies for my family and myself.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_