

Colwood Dental Group

It is our mission to provide you and your family with the highest possible level of care, while maintaining a friendly and relaxed atmosphere that is sure to make you feel comfortable. To keep our standard of care to a level which best serves your dental needs, we ask you to please observe the following requests:

Appointments

Our office is open extended hours for the convenience of our patients, and in consideration of their work schedules and children's school responsibilities. We are open Tuesday-Saturday 8:00am-4:30pm, and are open Mondays until 9:00pm and Thursday evenings until 8:00pm. This allows us to meet your dental health care needs at a time that is convenient for you. Please note that outside our hours of operation, there is always a dentist on-call in the evenings and weekends to cover a dental emergency.

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 advanced notice of their need to cancel a scheduled appointment, this time can in turn, be allocated to these patients in need. In this way the clinic can best serve the needs of all patients. If you are in need of urgent attention we kindly ask that you phone us ahead so that we can help to find the best time that we can be of the most benefit to you.

Bearing these special needs in mind, we do require a minimum 48 hours notice if an appointment that is reserved for you must be cancelled. By not extending us this courtesy, it can adversely affect many other patients, specifically those who may be suffering and in pain. If less than 48 hours notice is given to cancel an appointment, a \$50.00 fee* will be assessed. In the event that no notice is given and you do not show up for your scheduled appointment, a \$75.00 fee* will be assessed.

***Exceptions will be made for illness, weather, or personal tragedy.**

In the rare event that a patient shows a pattern of short notice cancellations or no shows, we will ask the patient to find another office that better suits their needs, and our administrative staff will be happy to transfer the records to their new office of choice. Please note that insurance companies do not cover fees for broken appointments, therefore payment is the responsibility of the patient.

Payment Policy

Currently at the Colwood Dental Group, we are happy to make submissions to your insurance company and bill them directly on your behalf. Unless prior arrangements have been made, payment of any patient portion is due upon completion of treatment. For major dental work (crowns, bridges, partial dentures etc.) we ask that you make a payment of ½ of your portion at the preparation appointment, and the final payment of your portion at the completion appointment.

It is our mission to treat you to the highest standards of care with the most up to date materials, techniques and services. Please be aware that your insurance carrier may not cover all services. Every insurance plan has its own unique “quirks” and exceptions. It is the patient’s responsibility to know the details of their insurance policy, and to cover procedures that are not covered. Please feel free to bring in your insurance information so that we can go through it with you so that you can better understand your coverage. Any information that you give us regarding you or your family is kept strictly private and confidential, and will not be released without your consent.