

# HP HIGHLAND PARK ENDODONTICS

7001 PRESTON ROAD, SUITE 301-A  
DALLAS, TEXAS 75205

**214-528-ROOT (7668)**

HighlandParkEndodontics.com

Office hours may vary during holidays and dental meetings

## NEW PATIENT INFORMATION

### APPOINTMENT POLICY

- Appointment times are approximate only, because each patient requires individualized attention by the doctor and the staff for whatever time period that may be necessary. Also, as root canal specialists, we are often confronted with many emergency cases during the day, which may delay our schedule. Please try to understand if you are asked to wait for the doctor; your doctor will give the time period necessary for your appointment and treatment, as well.
- Please always try to be 15 minutes early to your appointment.
- If you are more than 15 minutes late for your scheduled appointment, we reserve the right to reschedule your appointment as a courtesy to our other patients to minimize further delay to our existing appointments.
- Failure to give at least one business day advanced notice to cancel or reschedule appointments may result in a charge to your account for a broken appointment. Our broken appointment fee is \$75.00 for every ½ hour of appointment time scheduled.

### SATURDAY APPOINTMENTS AVAILABLE FOR HIGHLAND PARK ENDODONTICS LOCATION ONLY

Because Saturday appointments are at a premium, we require that you confirm your appointment with our office by Friday before 12 noon or your appointment will be cancelled. If you fail to keep your Saturday appointment and did not cancel the Saturday appointment as indicated above, you will not be eligible for future Saturday appointments.

### PAYMENT POLICY

All payments are due prior to completion of each treatment. For patients with dental insurance policy, our office will help you verify your insurance's coverage and benefits; however, **the copayment we quote to you would only be an estimate.** Your insurance company determines amount of payment after receiving a claim. The amount of insurance reimbursement will also depend on how much benefits you've already used. Insurance company will not guarantee payment; therefore, **your final balance is your responsibility.**

We accept cash, personal check, VISA, MasterCard and Care Credit. We do not accept Discover.

### AFTER HOUR TELEPHONE POLICY

- After hour calls are for true dental emergencies only for patient of record.
- All calls regarding appointment, insurance information and accounting issues need to be made during regular business hours.
- If you are a patient of record, your treatment doctor will be contacted to respond to your emergency call. Please be sure to speak clearly and slowly and leave your name and phone #, your treating doctor's name, brief message regarding the nature of your emergency.

### PRESCRIPTION POLICY

Prescriptions are only available to patients of our records if deemed necessary by the doctors of our practice. Please have your pharmacy phone # ready.

### WEBSITE

For more information about Highland Park Endodontics, our staff and frequently asked questions about root canal therapy, please go to our website at [www.highlandparkendodontics.com](http://www.highlandparkendodontics.com).

We appreciate your understanding and cooperation!

Revised 7/2013