



Policies for New Patients at Blue Quill Dental Centre

- Please arrive **15 minutes** prior to your scheduled appointment time to fill out new patient forms, if you have not already filled them out on our website. All forms must be signed prior to being seen by a dentist or hygienist.
- If xrays are being transferred from another office, they must arrive **PRIOR** to your first examination. Otherwise, *new radiographs* will be taken so that your doctor can perform an adequate examination. Panoramic xrays taken within the last 5 years or bitewing radiographs taken within the last 12 months are considered current.
- If you have had an examination, cleaning, or xrays recently at another dental office, please understand that we expect payment for any services not covered by your insurance due to the service performed at your previous dentist. If you have questions about your insurance eligibility, we recommend calling your insurer prior to your appointment.
- If you need to change or re-schedule your appointment, please give us at least **two business days** as a courtesy to our front desk. Please make sure you confirm your appointment with us when we call, email or text your confirmation request. We reserve the right to release *unconfirmed* appointments to other patients who are in need of the time slot.
- Saturday appointments require a credit card to be left on file with us. We have a strict cancellation policy for these high demand appointments, and **require two business days notice or a \$50 cancellation fee per appointment will be applied to the card.**
- We offer direct billing to many insurers as a courtesy to you. Please inquire with reception for a comprehensive list, and review our financial policies at your convenience.

Thank you, and we look forward to having the opportunity to provide service and maintain your oral health care!