

# Beverly Hills Oral and Maxillofacial Surgery Institute

8920 Wilshire Blvd. Suite 325 | Beverly Hills, CA 90211 | [www.bhomfs.com](http://www.bhomfs.com) | 310-275-2200

## OFFICE POLICIES

Welcome to our office! Choosing our office for your oral surgery care was your first step towards excellent dental health. We make an honest effort to render you the best dental services possible, with the utmost attention given to COMPLETE STERILIZATION of instruments.

- We will give you explanations before you ask, but you have the right and obligation to question anything and everything that is not clear to you. We enjoy questions, so please ask.
  - If you have been waiting in the waiting room for more than 15 minutes, please notify the receptionist. We'll do our best to seat you right away.
  - To keep your waiting to a minimum, we encourage morning appointments. Take only those appointments that you can keep. Cancellations or missed appointments without at least a 72-hour notice are charged appropriately — no exceptions.
  - Cell phones and pagers must be OFF in the exam and operating rooms. They are disturbing to your doctor.
  - We share your concern about your children and loved ones. Be assured that we will treat them with all the care you expect. However, parents, relatives, and friends MUST wait in the waiting room at all times — no exceptions.
  - For your convenience, cash, checks and major credit cards (with a driver's license) are accepted.
  - 3-month, 6-month, and sometimes 12-month no-interest loans, as well as 2, 3, 4, or 5-year interest-bearing loans are available upon approval of credit.
  - All co-payments for services must be prepaid to reserve appointment time with a doctor.
  - Checks not honored by your bank ("bounced") will result in a minimum \$25.00 service charge to your account. We also reserve the right to charge the maximum amount allowed by law.
  - We will estimate what your benefits are, but it is only an estimate. What your insurance does not cover or pay for, you must pay. Any balance on your account is fully your responsibility. For example, if your insurance company provides us with your coverage eligibility dates, but later, at the time of billing, claims you were not eligible due to policy termination, employment changes, cancellation, or any other reason including error, even if you were not aware of the change or error, YOU are responsible for all charges. Knowing your insurance coverage is YOUR responsibility regardless of what information, accurate or not, was provided to us by your insurance company.
  - For x-ray or record duplication for ANY purpose there is a \$25.00 service fee for each service. Any original documents, x-rays, or models taken in this office are the property of Beverly Hills Oral Maxillofacial Surgery Institute.
  - Delinquent accounts are charged a 5.00% late fee per month (minimum \$25.00 per month). Extended delinquencies beyond 90 days will affect your credit rating and result in legal action.
  - In case of default in payment of any sums of money for services rendered, patient (legal responsible party) hereby agrees to pay a reasonable attorney fee, late fees, and all court costs incurred by the holder in such action. Said party hereby waives, to the fullest extent permitted by law, diligence, demand, protest, notice of protest, and the benefit of any statute of limitation.
- Please sign the *Patient Information* form to acknowledge these policies.**