

## **Hal M Lippard, DDS**

### ***Office Protocol***

*Welcome! We are pleased that you have chosen Dr. Hal and his team for your dental care. Please find below our practice policies and procedures. We request you to read, sign, and date. If you need additional information or have questions please call the office and any of our staff will be happy to assist you.*

***Health History:*** *We are a medical practice and as such we will ask you for annual updates of your personal and medical history. This information is very important to your care and your cooperation is appreciated.*

***HIPAA:*** *To comply with the Health Insurance Portability and Accountability Act, we ask that you read, sign, and date our HIPAA compliance form.*

***Hours of care:*** *Monday through Thursday 8:30 a.m. – 6:30 p.m., Thursday, from 8:30 a.m. to 5:00 p.m.*

*The afterhours- emergency number can be obtained by calling the office at 434-293-9311. Please leave a message and an on-call staff member will contact you.*

***Appointments:*** *As a courtesy, you will receive a reminder call for your appointment 48 hours prior to that time. We request that you confirm this appointment but if you must make a change, please make every effort to give us 24 hours' notice. This courtesy makes it possible to give your reserved time to another patient who may need it. We also reserve the right to charge a missed appointment fee if notification of such is not provided by COB the day preceding your appointment.*

***Insurance:*** *We will file electronic insurance claims the same day of your appointment. We are an unrestricted out of network provider with all insurance plans. We are a preferred provider for the following: **Anthem BCBS, Cigna, Delta, and United Concordia.** If you have insurance that only pays directly to you, we will expect payment in full at time of service.*

***Methods of payment:*** *All family members will be carried on the same account unless you request separate accounts. We accept cash, check, Visa, MasterCard, AmEx, and Discover. Healthcare financing is available through Care Credit. This line of credit offers no interest with very affordable payments for qualified persons. There is no set up fee so you need not put off treatment. In addition other scheduled payment options may be prearranged and customized to meet your specific needs.*

*Thanks again for choosing our practice! We look forward to meeting you at your first visit.*  
Signature