

Welcome to Irwin Dental Center

We are delighted you have chosen us to provide for your dental health needs. We are committed to providing the best dental care possible and value the trust you have placed in our team. Please review the balance of this letter to become more familiar with our office policies.

Business Hours

Our normal business hours are 8am until 5pm Monday through Thursday with select Fridays. The clinic is closed on weekends and major holidays as well as times when the doctor and staff are attending continuing education programs.

Fees and Payment Policy

In an effort to keep dental costs down while maintaining a high level of professional care, we have established the following financial policy for our patients.

Fees may be paid as follows:

- Payment is due in full and at the time of treatment (A discount may apply for payment day of service)
- Payment of balance in full within 10 days of statement date with prior approval.

For your convenience, we accept Visa, Mastercard, Discover, American Express and CareCredit.

*Extended payment plans are available on request and only after review & acceptance of credit. Accounts outstanding more than 60 days from treatment date will bear interest at 1.5% per month

or 18% per annum. All major treatment and treatment involving dental laboratory services will require an appropriate down payment.

Insurance

At Irwin Dental Center, we do our best to identify as many details of your dental benefit plan as we can to help accurately estimate your coverage. We will help in every way we can in filing your claim and handling insurance questions to the best of our ability. As we are not the insurance company it is ultimately, your responsibility to be familiar with the specific details of your dental benefits.

Because dental plans rarely cover 100% of all treatment, it is important that we not allow your plan to determine the standard of dental care that we provide to you. Our doctors will recommend treatment based on your individual dental needs, not based on whether or not the treatment will be covered by your dental insurance.

No insurance? No problem! Ask us about our exclusive dental wellness plan, IDC Preventive Plus!

Appointments

Patients are seen by appointment only. Please call in advance so we may reserve a time for you. We make every effort to be on time for our patients, and ask that you extend the same courtesy to us. If you cannot keep an appointment, please notify us immediately. A minimum 24 hour notice is requested. This courtesy allows us to give your appointment to another patient. Cancelled or failed appointments with less than 24 hour notice may have a 'no-show' fee assessed.

Emergency Care

We reserve a limited amount of time each day so that emergency patients may be scheduled quickly. If you have an unforeseen problem requiring an emergency appointment, please call us as early in the day as possible.

Should you have a dental emergency after business hours, please call the office and alternate contact phone numbers will be provided by recording.

Preventative Care

We believe in the importance of regular preventive dental care. As a service to our patients, we have a customized recall program suited to each individual's needs. We recommend pre scheduling these appointments and offer email and text message reminders!

Additional Information

We recognize the busy lifestyles of our patients! In addition to email and text message reminders our software offers 'save the date' emails with each scheduled appointment which will sync appointment dates and time to your GOOGLE, Outlook or Yahoo calendars. Visit our website to create a login to our 'Patient Connect' portal for 24 hour account access to make payments, view upcoming appointments, account history, insurance information and more!

Thank you for choosing
Irwin Dental Center

Please visit our website at www.irwindentalcenter.com and 'like' us on Facebook!