

Clayton B. Smith III, DDS
1606 Doctors Circle
Wilmington, NC 28401-7406

WELCOME TO OUR PRACTICE

When we welcome a new patient to the practice, we also welcome any questions you may have about office policies, insurance, and of course, fees. Let's anticipate you have questions about financial arrangements.

We work very hard to control the cost of dental care. It's part of our philosophy that quality care should be available to everyone. Our first rule of thumb: before any work is performed, we'll sit down together and go over our estimate of charges--every detail.

Insurance makes life easier. We'll help fill out your claim forms and answer any questions you have. Each policy is different, but in general, insurance usually covers about 70% of simple care and 40-50% of major work. This way you pay only the estimated percentage of your total bill, that portion not covered by insurance. Please note that we are not a network provider, which means you will be responsible for any differences that insurance does not cover.

When payment from your insurance company is received and applied to your account, any balance due will be billed to you, and any overpayment is refunded to you.

For our patients without insurance, we ask that you pay for services on the day they are completed (we do accept Cash, Check, Visa, MasterCard, Discover, American Express and CareCredit). The way we see it, there's always a way to get the help you need.

Cancellation Policy: If you are unable to keep an appointment, we ask that you kindly provide us with at least 48 hours notice. We ask for this advance notice so that other patient who are in need of treatment may be offered this appointment. A cancellation fee will be charged for unexcused missed appointment or for unexcused cancellation of an appointment with less than 48 hours notification.

Patient or Guardian Signature