

Hurley Family Dentistry, LLC  
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## Mission Statement

We, at Hurley Family Dentistry, LLC, are committed to providing comprehensive dental health care for patients of all ages. Our goal is to treat our patients with the same level of personal attention and professional care that we would provide for our own families. As a result, we also want our patients to value the dental care we provide and be able to afford our services.

Hurley Family Dentistry, LLC believes in the personal approach to dental health, such as:

- 1) **Strict attention to appointment times:** Our patients' time is valuable so we will make every effort to keep appointment times.
- 2) **Create a calm atmosphere:** Patients can feel anxious before a dental care visit. Hurley Family Dentistry, LLC, has a variety of ways to help relax and make our patients feel comfortable.
- 3) **Addressing our patients':** special concerns regarding treatment and addressing our patients' concerns appropriately.
- 4) **Diagnosis and documenting pathology:** effectively so we can help our patients understand. If a dental disease is detected, Hurley Family Dentistry, LLC, is dedicated to reliably restore, with exceptional service, that a family can afford and value.

In order to run our practice efficiently, and to be fair to all patients, we expect a 48 hour notice if you need to reschedule an appointment. This courtesy is to allow patients who are seeking dental care the chance to be seen in a timely manner. We are always understanding and know that unexpected circumstances can arise. In general, our office has a three chance policy. First, missed appointment patients will be sent a letter. Second, missed appointment patients may be subject to a missed appointment fee. Third, missed appointment patients may be subject to a dismissal letter from the practice. If an appointment is missed still please call, because we, Hurley Family Dentistry, LLC, care about your well being.

Payments are expected at time of service for all patients. Co-pay amounts are expected at time of service for patients with dental coverage. It is your responsibility to verify your insurance coverage. As a courtesy, we will assist you with your insurance claims. Our goal is for our patients is to achieve the maximum benefit under their dental plan. To help maximize benefits we will file for pre-determination of benefits if required by your dental coverage.

If additional treatment is needed patients will receive a treatment plan. All treatment plans from our office will be honored for 30 days. The treatment plan will cover our fees for treatment, as well as, estimated patients' portion. These are just estimates, based off the information that was provided to Hurley Family Dentistry, LLC, by you the patient.

Most dental insurance plans have yearly deductibles and co-payment amounts that require payment directly from patients at time of service. **Your insurance company ultimately has final decision regarding the amount they will pay towards each dental claim.** It mutually benefits all to have insurance pay in a timely manner. If claims are not paid in 30 days from the time they were submitted, we request you contact your dental insurance company. **The patient/guarantor is ultimately responsible for all charges incurred in this office regardless of insurance coverage or type.**

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