

# Three C's

We have three important commitments in our practice that we feel important to share with you, our patient.

We have put them in writing because we live by them and ask that all of our patients live by them as well. We have experienced that these three commitments may require actions that differ from what you may be accustomed to in past; however, we believe they are very necessary. We ask you to read this page thoroughly.

## **1. Commitment to treatment**

We believe that all treatment that begins should be completed. Incomplete treatment leads to problems, complications and misunderstandings which ultimately will lead to loss of teeth and further disease. Therefore, this policy states that all consented treatment will be completed. Some treatment plans, because of their design, take years to complete. However, to begin the stated treatment, your commitment to both starting and completing treatment is necessary.

## **2. Commitment to appointment**

We reserve time for each patient in our practice and rarely do we ever keep our patients waiting. An appointment written in our schedule with your name on it is a bond of trust that we will be here to serve you and you will be present for that appointment. Therefore, our office policy in this regard is firm. You must be present for all scheduled appointments. We do not allow cancellations or constant short-notice changes. We believe in mutual respect for each other's time.

## **3. Commitment to Financial Agreement**

We believe we have a responsibility to use our best professional care, skill and judgment in planning your dental treatment. The benefits of treatment and liabilities of neglect are always explained in your typewritten Review of Findings we have completed for you.

All fees will be properly explained to you and you agree to fulfill your financial commitment to our office promptly and completely. No business or practice can fulfill its mission to its patients when a bond of trust is violated by failure to pay for services. Not living up to this trust violates this important business principle.