



ELDEN STREET DENTAL CARE
102 Elden Street, Suite 20
Herndon, VA 20170
(703) 689-2480
www.eldendental.com

Dr. Brian Queen and Staff welcome you to our practice! We are committed to exceeding your expectations by providing you with the best possible dental care. We hope you will come to enjoy your visits with us.

Our office hours are as follows: Monday thru Thursday 9 a.m. to 7 p.m.

As a courtesy, we will call to confirm your appointments one to two business days in advance. A 24-hour notice of cancellation is required, or your appointment is considered broken. Three broken appointments may result in dismissal from our practice. Please be courteous regarding this matter as we are hoping to develop a long-term relationship with you and your family. Also, please arrive on time for your appointments. In fairness to our other patients, we may reschedule late arrivals. On the other hand, we will attempt to notify you if we are running late so you are able to rearrange your schedule accordingly.

Payment is expected at the time of service, unless prior financial arrangements have been made. If you have insurance, we expect your co-payment and any deductible to be paid at the time services are rendered. We will file your primary insurance as a courtesy to you. Please be aware your insurance is a contract between you, your employer, and your insurance company. We are not party to that contract. We will not become involved in disputes between you and your insurance company regarding deductibles, co-payments, or covered charges. However, we will do our best to assist you in obtaining as much reimbursement as possible for the services rendered, but ultimately, it is your responsibility to know your insurance coverage. If insurance payment is denied, the entire bill is your responsibility.

There will be a \$35.00 fee for any returned checks and a fee of \$50 per hour for broken appointments.

I have read the above policy and understand my responsibilities.

Signed: _____

Date: _____

We look forward to many years of caring for your smile!