

978 Batesville Road
Greer, SC 29651
(864) 675-9399



1322 E. Washington Street
Greenville, SC 29607
(864) 235-1200

We are pleased to welcome you to our office. New Patients are always appreciated. Our practice has grown as a result of excellent relationships with our referring patients and doctors. As our patient, please feel free to express any concerns or ask any questions that you may have. Our doctors and our staff will do our best to help.

Office Financial Policy

To assist you in paying for treatment, we offer several payment options. Please read our financial policy below and feel free to discuss it with us.

- Payment for services will be expected in full unless arrangements are made in advance of treatment. Payments can be made with Cash, Check, ATM/Debit, Visa, MasterCard, American Express, Discover or Care Credit (Please ask for details). Any check returned will be assessed a return check fee of \$30. In the event that a delinquent account is turned over to an outside collection agency, the patient is responsible for the collection agency's fees.
- If financial arrangements are necessary, we offer a payment plan, which can be customized to suit your needs. Please advise Kathy or Annie and they will assist you.
- Any account with a balance remaining after 90 days will be assessed a fee of 18% annually, regardless of any outstanding insurance claims.

If You Have Insurance

- With your approval, we will file your insurance claims with your insurance carrier. This service is provided at no charge. You can elect to pay your balance in full and have your benefits paid directly to you or you can elect to have benefits paid to our office. If the latter is chosen, we will ESTIMATE your co-pay, due at each appointment. We reserve the right to estimate your benefits based on our previous experience.
- Any balance not covered by your insurance is your responsibility. However, if at any point the insurance company or the insured becomes uncooperative, we reserve the right to terminate acceptance of benefits and collect payment directly from you.

Cancellation Policy

- Our doctors and team at Rocky Creek Dental Care make every attempt to provide you with the highest quality and undivided appointment time for your dental treatment. We reserve this time specifically for you. If you are unable to keep your scheduled appointment, kindly provide us with at least 24 hour notice. We realize there are true emergencies and unforeseen interruptions in life, and we will, of course, take these into consideration. Appointments that are missed or cancelled with less than a 24 hour notice will result in a charge of \$50 for each scheduled appointment. Three missed appointments within a 12 month period will result in eligibility for discharge from the practice.

Patient's (or legal guardian's) signature

Date