



Our Promises to You

At Cherry Valley Smiles we value our patients and strive to treat everyone like family. For this reason, we have decided to put in writing our promises to you, in hopes of building the trusting relationship that it takes for us to successfully work together.

We are committed to your treatment.

Dr. Ogburn and her team are committed to treating you and your family in the best ways we know how. We will always stay current with leading edge treatments—allowing us to deliver only the highest standards of care. We will strive to create a pleasant, comfortable atmosphere where we will listen to your questions/concerns/opinions and do our best to present you with options for your care.

In return, we request that you reciprocate our commitment with good dental home care. Inadequate home care and/or not following through with treatments can lead to advancement of oral disease, unnecessarily increased patient costs, and decreased likelihood of successful outcomes. Regular visits and completion of your dental plan, in addition to high quality daily home care, increases the outcome of good dental health.

We are committed to your appointment.

We will reserve your appointment time especially for you. During your scheduled time, we will be committed to serving you and your dental needs. We will do our best to be on time for you, however sometimes unexpected delays do occur. If we are running behind and anticipate your appointment to be affected, we will call you to notify you ahead of time whenever reasonably possible. Additionally, we ask that you do your best to be prompt for your appointment. We understand that unpredictable circumstances can arise, and we will do our best to accommodate you in these instances. However, if you are 15 minutes or more late for your appointment, you may be asked to reschedule, to respect the reservations of the patients following you. In addition, multiple or consecutive “No shows” to appointments could result in a \$25 “No Show” fee. Once again, your dental care is very important to us and we strive to make sure you receive the best possible care. **Please call** if you think you will not be able to make your appointment.

We are committed to your financial considerations.

We have the responsibility to use our best professional care, skill, and judgment in helping you achieve your dental health goals. As a team, we commit to give you up front information on finances; including cost, payment options, when the payment is expected (at or before time of service), and any insurance coverage estimates.

Copays will be collected on the day of treatment, unless otherwise stated. We understand that committing to your dental health can be an investment. We are honored that you’ve entrusted us with your smile, so we offer several ways to pay for care. In addition to cash, check, and credit card, we also offer payment plans for qualifying treatment as well as a discount membership program. We would love to tell you more about these programs... just ask us!

We stand by our quality.

We value our patients and we hold ourselves accountable to the highest standards of care. We do our best to use only high-quality materials and techniques with the goal of maximizing patient satisfaction. If for any reason you are dissatisfied with your treatment or service, please don’t hesitate to let us know so we can work together to find a suitable solution for all.

I acknowledge that I have read and understand the above-named policies.

Name _____ Date _____ Signature _____