

**Boiling Springs Family Dentistry**  
David Hendrick, DDS, PA  
613 McBrayer Homestead Rd  
Shelby, NC 28152  
(704) 434-4876

Welcome to our practice! Our goal is to provide you with quality dentistry to help you maintain your teeth for a lifetime. In order to accomplish this goal, we ask for a commitment to the following:

**APPOINTMENTS**

We expect appointments to be honored. If for any reason an appointment needs to be changed, we require a twenty-four business hour notice. For example, if you need to cancel an appointment on Monday, please call us by noon on Friday. **We reserve the right to charge a \$25.00 fee for broken or cancelled appointments without twenty-four notice.** Our office hours are Monday through Thursday from 8:00 a.m. to 5:00 p.m. with lunch from 1 to 2 pm. If a dental emergency arises outside of normal business hours, you may contact our office for the emergency number/on call service.

**CHILDREN**

**It has been our experience that children respond to treatment more positively without the parent in the treatment room. We respectfully request that you remain in the reception area. We will be glad to answer any questions before and after treatment.**

**TREATMENT**

Planned treatment should begin and be completed in a timely manner. Incomplete treatment will result in additional complications and cost. Please inform us of any concerns you have about completing your treatment.

**FINANCIAL**

Payment is expected when services are rendered. As a courtesy to our patients we will file most dental insurance. **However, you will be expected to pay your estimated portion. If for any reason insurance does not pay within 60 days, you will be responsible for the remaining balance.** If your insurance pays more than anticipated, you will receive a refund of any overage. If your insurance pays less than anticipated you will be billed the difference payable upon receipt of the bill. We accept cash, personal checks, Visa, and Master Card, Discover. Unfortunately we are not able to carry balances "in house," however, we do offer various payment plans via Care Credit. Please let our staff know if you are interested in using this service.

Signature \_\_\_\_\_ Date: \_\_\_\_\_