



**3693 New Bern Ave., Raleigh, NC 27601  
919-231-3251 | VividDentalRaleigh.com**

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## **Office Policy**

Dear Patient,

Welcome to Vivid Dental! We are pleased that you have chosen us for your dental needs and will do everything we can to make your visit a pleasant and comfortable experience. Please do not hesitate to ask questions regarding your treatment today.

We are limited on space in the patient waiting area. Therefore, we ask that you limit the number of people accompanying you to your appointment.

The following information is very important to keep in mind when scheduling an appointment with our dental office.

For Medicaid patients, you **MUST BRING YOUR MEDICAID CARD** with you to each appointment and a \$3.00 copay if you are 21 years of age and older.

If you make an appointment, you are expected to keep that appointment. However, we understand that emergencies arise. If you cannot keep your appointment, you **MUST** give a 24-HOUR NOTICE OF CANCELLATION. If you do not give proper cancellation notice or fail to show for a scheduled appointment on more than ONE occasion, we will be unable to provide you with another appointment and will request that you choose another dentist to serve your needs.

Children under the age of 18 must have a parent or guardian in the office throughout their entire appointment.

We warranty our restorative work for one year after it is completed as long as you have continued to complete your due hygiene appointments and exams at our office. This covers normal wear and tear of the restorations, not due to neglect or abuse caused to the teeth. Dentures are under warranty for six months after the delivery date which covers normal wear and tear but not accidents, neglect, or abuse of the dentures.

Please keep our office updated of address and phone number changes. If we are not able to reach you to confirm your appointment, we cannot reserve that time for you.

Thank you for your cooperation. We appreciate the opportunity to serve you!

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