

## **WELCOME TO OUR OFFICE**

Thank you for selecting the office of Dr. Joseph R. Hendrick, Jr. to serve your dental needs. It is our goal to help you achieve and maintain optimal oral health. We look forward to the opportunity to work with you taking care of and answering any cares or concerns you may have about your dental health. We strive to make your visits comfortable for you and your family. Please take the time to familiarize yourself with some important office procedures.

Dr. Hendrick takes an interest in his patients, always taking the time to personally know the people who are entrusting him with their care. A beautiful smile builds self-confidence. Healthy teeth and gums improve overall general health. Our caring team of dental professionals are dedicated to helping you and welcome you to our practice.

### **OFFICE HOURS**

<b>Monday</b>	8:00am – 12:00pm and 1:00pm – 5:00pm
<b>Tuesday</b>	8:00am – 12:00pm and 1:00pm – 5:00pm
<b>Wednesday</b>	8:00am – 12:00pm and 1:00pm – 5:00pm
<b>Thursday</b>	8:00am – 12:00pm and 1:00pm – 5:00pm
<b>Friday</b>	8:00am – 12:00pm

### **APPOINTMENTS**

Patients are seen in our office by appointment only. Please call and our office coordinators will assist you with an appropriate appointment time to fit your needs. Our office number is (704)-484-0077. We strive to maintain a timely schedule; however, urgent situations can cause unavoidable delays. If you cannot keep an appointment, please notify us immediately. We ask that you provide **at least a 24-hours** notice if you cannot keep an appointment. A missed appointment fee of \$25.00 will be charged for appointments missed or cancelled within 24hours of the appointment time. After **two** broken appointments, or late cancellations without reasonable cause, you will be a work-in only and may be released from the practice.

### **FEES AND PAYMENT POLICY**

We ask for full payment at the time of service. For the convenience of our patients, we offer the following payment options: Cash, Check, Debit, VISA, MC, DISCOVER and CARE CREDIT.

### **INSURANCE**

If you have dental insurance, we will help determine the coverage you have available for your services and file an electronic claim for you. You are responsible for any part of your service that is not covered by your insurance.

### **PRIVACY**

Our office, in accordance with the Health Insurance Portability and Accountability Act (HIPAA), has established the attached privacy policy. We only use your health information for the purpose of providing treatment, obtaining payment information and conducting health care.