



WELCOME TO OUR OFFICE!
515-262-1923 www.allaboutsmlspsc.com
ALL ABOUT SMILES, PC DAVE MOTZ, DDS

We welcome you as a patient and appreciate the opportunity to provide you with dental services. The information that follows is designed to answer questions many patients have. We want you to know about our policies and methods of practice. The more you know, the more we can be of service to you! If you have any additional questions, please do not hesitate to ask. Everyone in this practice operates as a team member. All have been trained as professionals and we take pride in our professional capabilities!

Office Hours, Appointments and Cancellations of Appointments:

Monday	8:30-5:00	The office is closed on all major holidays. It is also closed at times when we are away attending continuing education programs to increase our skills and maintain knowledge of the latest developments to serve you better. Our voice mail is always available to take messages when the office is closed. Please leave a message and we will return your call as soon as we are able.
Tuesday	8:30-5:00	
Wednesday	Closed	
Thursday	8:30-5:00	
Friday	8:30-5:00	

We try to see all patients on an appointment basis and request that you call in advance so that we can reserve a time for you. We make every effort to honor all time commitments and request that you extend the same courtesy, by arriving on time for your appointment.

If you cannot keep an appointment, please notify us immediately. We ask that you please give 24 hours notice. This courtesy makes it possible to give your appointment time to another patient who desires treatment. Patients will be charged \$25 for failed appointments when they have been confirmed in advance and not cancelled within 24 hours. An additional \$25.00 fee will be charged if a reserved appointment exceeds one hour in scheduled time.

Emergency Care

We recognize that you can have an emergency situation arise and we will do our best to respond to your problem promptly. If you do have such a problem, please call as early in the day as possible. If an emergency situation arises outside of our office hours, Dr. Motz's home number can be obtained by calling our office and listening to our voice mail message.

Telephone Calls

All patients are encouraged to call with any questions they have concerning dental problems. However, it would be most unfair to our patients if the Doctor were to stop and to answer every telephone call. Our office staff is well qualified to answer most questions. If the call requires the Doctor to speak with you, he will return your call at his earliest opportunity.

Recall Visits

We hope you share in our belief that regular preventive dental care is a sound investment. Please schedule an appointment for a routine dental check-up. At the time of your recall visit please advise the receptionist of any change in your address, telephone number, name or insurance coverage.

Fees and Payment

We make every effort to keep down the cost of your dental care. All co-insurance payments and deductibles are due in full at the time of the treatment. We accept Visa and MasterCard. We also have available Care Credit and Capital One programs that, with qualified credit, will provide payment plans for you. Any checks returned to our office for any reason, will be assessed a \$25.00 returned check fee.

Insurance

We will file your dental insurance forms free of charge. Please take the time to review 'your' policy coverage in your employee information. If you do not have this information, it can be obtained at the personnel office of your employer. You are responsible for your account, whether or not your insurance pays benefits, so review 'your' policy.