



**Triangle Family Dentistry**  
State-of-the-Art Comfort Dentistry

## Welcome to our Practice!

Thank you for choosing our office for your dental care!

We are dedicated to providing you and your family with the highest quality of care, using state of the art treatment in a comfortable and professional environment. The following information is being provided to help familiarize you with our office guidelines and philosophy.

### Appointments

- Our appointment system is designed so that we may give the most efficient care in a pleasant and relaxed environment. We make every effort to honor all time commitments and expect that patients extend the same courtesy to us. We make every effort to call our patients as a reminder for an appointment. You will receive a reminder 2-3 days prior to your appointment. Patients are kindly asked to confirm at least 24 hours prior to the scheduled appointment. Appointments can be confirmed by responding within the electronic notification, calling the office, or on the website contact page.

### Continuing Care

- This practice is centered on prevention and optimum oral health. We discourage isolated, occasional treatment and recommend comprehensive treatment, continuing care and regular maintenance.

### After Hours Emergency Care

- Our practice provides 24 hour support for our patients of record. A patient of record has been seen and received treatment in the office within the last 18 months. If you are a patient of record in need of emergency dental care and it is after hours, you may call the office number and our answering service will contact our doctors.

### Cancellations & Missed Appointments

- We require forty-eight (48) hours advance notice of cancellation. Patients who do not provide forty-eight (48) hours notice of cancellation or do not present for a scheduled appointment may be charged a fee. This fee will vary depending on the amount of time scheduled and will not be less than \$50.00. Patients who fail to present for two (2) appointments risk being dismissed from the practice.

### Children & Adolescents

- We provide children with the same care that our adult patients receive and prefer to care for them as individuals. Parents may accompany children in the operatories by invitation only. We require that parents remain in the building with minor children (under 18 years of age) for the entire appointment.

### Education

- An abundance of educational material is available in the office and on our website, [www.tfdsmiles.com](http://www.tfdsmiles.com) for your review. We will provide specific information as it relates to your dental needs. We welcome your questions about any dental products, services, or technology.

### Technology

- Digital radiography, intra-oral photography and Patient Education software are examples of the state of the art technology used in our office for diagnosis and treatment planning. Our patients appreciate the efficiency and accuracy of this technology and like being involved in the decision-making process.

### Sterilization

- Rest assured we follow all recommended sterilization procedures and are compliant with all OSHA regulations.

### Investing in Your Dental Health

- New studies have shown that investing in your oral health, in terms of both prevention and treatment, is not only good for function and aesthetics, but for overall health as well. More recently, the bacteria that causes periodontitis has been linked to an increase in cardiovascular disease. We endeavor to provide our patients with the highest standard of care at an affordable price.

### Payments & Insurance

- Fees for services are due at the time treatment is rendered. Payment may be made in cash, check, or by credit card. We also offer third party financing. As a courtesy to our patients with dental insurance, we will make a good faith estimate of your benefits and file the appropriate claim forms. We defer billing you for that amount up to 30 days.

Please ask questions if you do not understand any of these guidelines.



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**\* PATIENT'S NAME:** \_\_\_\_\_  
(First) (MI) (Last)

Nickname/Preferred Name: \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home# \_\_\_\_\_ Cell# \_\_\_\_\_ Work# \_\_\_\_\_

Email Address \_\_\_\_\_  
\*required\*

How would you like our office to notify you of your appointment:  Text  Email  Voice Mail

Social Security # \_\_\_\_\_ Drivers License# \_\_\_\_\_  
\*required\*

Occupation \_\_\_\_\_ Employer \_\_\_\_\_

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Age \_\_\_\_\_ Gender Male / Female  
(Month/Day/Year) (Please circle)

In case of emergency contact: \_\_\_\_\_ \*Phone: \_\_\_\_\_

How did you hear about us? (please check all that apply)		
<input type="checkbox"/> TFD Sponsored Event	<input type="checkbox"/> Brochure	<input type="checkbox"/> New home package
<input type="checkbox"/> Drive by/Location	<input type="checkbox"/> Insurance	<input type="checkbox"/> Online _____ (Please specify website)
<input type="checkbox"/> Referred by _____ (Please specify name)	<input type="checkbox"/> Other _____ (Please specify)	

**\* RESPONSIBLE PARTY:** (if other than the patient)

Name \_\_\_\_\_ Relationship \_\_\_\_\_  
(First) (MI) (Last)

Street Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone: Home \_\_\_\_\_ Cell \_\_\_\_\_ Work \_\_\_\_\_

**\*INSURANCE POLICY:**

Name of Insured \_\_\_\_\_ Relationship \_\_\_\_\_  
(First) (MI) (Last)

Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Social Security# \_\_\_\_\_  
(Month/Day/Year)

Employer \_\_\_\_\_ Insurance Company \_\_\_\_\_

Policy# \_\_\_\_\_ Group# \_\_\_\_\_ ID# \_\_\_\_\_

**We are happy to file insurance claims and assist you in obtaining the maximum benefits specified in your contract.**

1. Your insurance is a contract between you, your employer, and your insurance company. We are not a party to that contract. We will do our best to ESTIMATE your coverage, and file your insurance on your behalf. Not all dental services are necessarily covered under your dental insurance plan. It is essential that you read and understand your coverage and pay special attention to any preauthorization requirements, exclusions and waiting periods.
2. Our office policy states that you are totally responsible for your bill. The ESTIMATED patient portion of the fee is due at the time of service. If a balance remains after we receive payment from your insurance carrier within 30 days we will notify you. Failure of your insurance carrier to reimburse our office within 30 days will result in our billing you directly for the remaining balance.
3. We are committed to providing the highest quality of care. Our treatment recommendations and the dental services we provide are in the best interest of the patient's health. The patient is responsible for payment in full regardless of an insurance company's arbitrary determination of treatment necessity.
4. Our participation in a Preferred Provider Organization (PPO) is a contract between this office and the organization to provide dental services for the negotiated network fee schedule. Individual coverage and benefits will vary within the organization and are dependent on the contract between you, your employer and the insurance company. While we guarantee our fees will not exceed the network fee schedule, we cannot be responsible for variances in coverage and benefits within the PPO.
5. If your coverage changes for any reason, please notify the office immediately.

By signing this form, you have read and understand our policy. Any denials or insurance payments less than estimated will be your responsibility. Payment will be due upon our billing cycle. All estimated out of pocket fees and deductibles are due the day of treatment. Ask our office regarding our financial options before your visit, or if you have any questions regarding your insurance and our policy.

X \_\_\_\_\_  
(Signature) (Date)

**\* APPOINTMENT POLICY:**

1. You will receive a reminder 2-3 days prior to your appointment. Patients are kindly asked to confirm at least 24 hours prior to the scheduled appointment. Appointments can be confirmed by responding within the electronic notification, calling the office, or on the website contact page.

Please Initial Here: \_\_\_\_\_

2. We require forty-eight (48) hours advance notice of cancellation. Patients who do not provide forty-eight (48) hours notice of cancellation or do not present for a scheduled appointment may be charged a fee. This fee will vary depending on the amount of time scheduled and will not be less than \$50.00. Patients who fail to present for two (2) appointments risk being dismissed from the practice.

Please Initial Here: \_\_\_\_\_



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**Patient Medical History**

**All information provided here is 100% confidential and any attempt to conceal pre-existing conditions or other relevant information could result in serious patient drug interactions or death. The following questions must be answered honestly so that our office can provide you with the best possible care.**

1. Please provide your primary care physician's name and phone number:

\_\_\_\_\_

Please check the correct response:

2. Have you ever been seriously ill?  Yes  No

3. Have there been any changes in your general health recently?  Yes  No

If yes, please explain \_\_\_\_\_

\_\_\_\_\_

4. Is a medical doctor currently treating you?  Yes  No

Doctor's Name: \_\_\_\_\_

Doctor's Contact #: \_\_\_\_\_

5. Please list any medication (Prescription or Over-the-Counter) that you take.

\_\_\_\_\_

\_\_\_\_\_

6. Have you ever had a major operation or been hospitalized?  Yes  No

If yes, please specify \_\_\_\_\_

\_\_\_\_\_

7. Do you have artificial joints, heart valves, or an organ transplant?  Yes  No

8. Do you have a serious congenital heart condition?  Yes  No

If yes, please mark with an X those that apply:

- Unrepaired or incompletely repaired cyanotic congenital heart disease, including a palliative shunt or conduit
- Completely repaired congenital heart defect with prosthetic material or device, either placed by surgery or by catheter intervention, during the first six months after the procedure
- Any repaired congenital heart defect with residual defect at the site or adjacent to the site of a prosthetic patch or a prosthetic device

9. Have you had a cardiac transplant that developed a problem in a heart valve?

Yes  No

10. Do you have chest pains upon exertion?  Yes  No



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**Patient Medical History**

11. Are you allergic to, or have you had unusual reactions to any of the following?

Please circle all that apply:

**Latex**    **Penicillin**    **Ibuprofen**    **Iodine**    **Codeine**    **Erythromycin**    **Sulfa**  
**Drugs**    **Barbiturates**    **Metals**    **Sleeping-Pills**    **Other**    **No Known Allergies**

If other, please explain: \_\_\_\_\_  
 \_\_\_\_\_

12. Are you currently using any recreational drugs such as cocaine?  Yes  No

13. Have you ever taken the drug Fen-Phen?  Yes  No

14. Have you ever taken a bisphosphonate such as Fosamax, Actonel, or Boniva?  
 Yes  No

15. Have you ever had a blood transfusion?  Yes  No

16. Have you experienced an unusual reaction to dental anesthetic?  Yes  No

17. Please check the box if you have ever had or been told you have any of the following:

- |                        |                          |                     |                          |
|------------------------|--------------------------|---------------------|--------------------------|
| Heart Defect           | <input type="checkbox"/> | AIDS                | <input type="checkbox"/> |
| Infective Endocarditis | <input type="checkbox"/> | Rheumatic Fever     | <input type="checkbox"/> |
| High Blood Pressure    | <input type="checkbox"/> | Hepatitis           | <input type="checkbox"/> |
| Low Blood Pressure     | <input type="checkbox"/> | Tuberculosis        | <input type="checkbox"/> |
| Diabetes               | <input type="checkbox"/> | Stroke              | <input type="checkbox"/> |
| Heart Attack           | <input type="checkbox"/> | Jaundice            | <input type="checkbox"/> |
| Herpes                 | <input type="checkbox"/> | Frequent Headaches  | <input type="checkbox"/> |
| Hives/Skin Rash        | <input type="checkbox"/> | Asthma              | <input type="checkbox"/> |
| Epilepsy               | <input type="checkbox"/> | Hay Fever           | <input type="checkbox"/> |
| Seizures               | <input type="checkbox"/> | Veneral Disease     | <input type="checkbox"/> |
| Anemia                 | <input type="checkbox"/> | Kidney Disease      | <input type="checkbox"/> |
| Depression             | <input type="checkbox"/> | Active Infection    | <input type="checkbox"/> |
| Deviated Septum        | <input type="checkbox"/> | Swollen Neck Glands | <input type="checkbox"/> |
| Arthritis              | <input type="checkbox"/> | Osteoporosis        | <input type="checkbox"/> |
| Pacemaker              | <input type="checkbox"/> | Thyroid Problems    | <input type="checkbox"/> |
| Sinus Trouble          | <input type="checkbox"/> | Asberger's/Autism   | <input type="checkbox"/> |
| ADHD                   | <input type="checkbox"/> | Jaw Joint Pain      | <input type="checkbox"/> |

Other:  Please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

18. Do you smoke or use tobacco?  Yes  No

19. Please list any foods that you are allergic to: \_\_\_\_\_

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**QUALITY OF SLEEP:**

20. Have you been told you snore occasionally?  Yes  No

21. Do you wish you slept better and had more energy?  Yes  No

22. Have you been prescribed or do you use a CPAP?  Yes  No

23. Do you feel tired throughout the day?  Yes  No

**FOR WOMEN ONLY:**

Women who take oral contraceptives (birth control pills) should take extra precautions when taking antibiotics because antibiotics can cause failure of birth control pills which can result in pregnancy.

24. Are you pregnant or suspect that you may be pregnant?  Yes  No

25. Are you taking oral contraceptives (birth control pills)?  Yes  No

26. If you use other types of birth control medications that are not pills (such as Depo shots), please list:

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**FOR PARENTS:**

Please list any physical, behavioral, sensory or developmental special needs or circumstances for your child. This information will help us better serve and accommodate you or your child's needs.

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**I have read and understand the above questions. I have answered all of these questions truthfully to the best of my ability and knowledge. I consent to the diagnostic procedures and dentistry necessary for proper dental care.**

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

State and Federal laws require us to maintain the privacy of your health information and to inform you about our privacy practices by providing you with a Notice of Privacy Practices. Our Notice is available on-line. If you do not have internet connectivity, please ask one of our staff for a copy of our Notice.

I hereby acknowledge that a copy of this office's Notice of Privacy Practices has been made available to me. I have been given the opportunity to ask any questions I may have regarding this Notice.

**X** \_\_\_\_\_  
Signature Date



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**CREDIT CARD ON FILE AGREEMENT**

Triangle Family Dentistry is implementing a new credit card on file policy effective February 2023. Like many other dental and medical practices, we have adopted a similar policy. We kindly request our patient's guardian/guarantor provide a credit card which will be used to pay a balance. Co-pays are still due at the time of service. Your credit card information will be obtained and kept securely on file.

After your claim is paid, we will process your card on file for any balances less than \$100.00 and send you a receipt for the charge. For balances over \$100.00, you will receive an electronic statement and your prompt payment is expected within 7 days. You may call our office if you have question about your balance.

This "Card-on-File" policy simplifies payment for you, and it reduces paperwork, ultimately helping lower the cost of care. Our Guest Support team is always available to answer questions about the Credit Card on File payment method or any balances due.



By signing below, I authorize Triangle Family Dentistry to keep my signature and my credit card information securely on-file in my account. I authorize Triangle Family Dentistry to charge my credit card for any outstanding balances equal to or less than \$100.00.

**Visa**  **MasterCard**  **Discover**  **American Express**

**Name on Card (Print):** \_\_\_\_\_

**Cardholder Relationship to Patient:** \_\_\_\_\_

**Last Four Digits of Credit Card Number:** \_\_\_\_\_ **Exp.Date:** \_\_\_\_\_

**Please fill out information below for any person(s) you authorize this credit card for:**

**Patient Full Name (Print):** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**Patient Full Name (Print):** \_\_\_\_\_ **DOB:** \_\_\_\_\_

**Patient Full Name (Print):** \_\_\_\_\_ **DOB:** \_\_\_\_\_

Credit Card Holder's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Triangle Family Dentistry

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### **Frequently Asked Questions Regarding the Credit Card on File Agreement**

#### **How much and when will money be taken from my account?**

On average, the insurance companies take approximately 30-45 days to process submitted claims. Whatever the allowed amount is, your copay, coinsurance, and deductible are taken into consideration. It simply depends on your individual policy what you may owe. Once the insurance explanation of benefits is received and posted to your account, your card will only be charged up to \$100.00. If your balance is greater than \$100.00 you will receive an electronic statement.

#### **How do you safeguard the credit information you keep on file?**

We use the same methods to guard your credit card information as we do for your medical information. The card information is securely protected by the credit card processing component of our HIPAA compliant practice management system. This system stores the card information for future transactions using the same sort of technology that any online retailer would. We cannot see the card number - only the last four numbers, giving us no way to use the card outside of the billing system. There is no way to export the card information out of our system. The only way to use it is to process a payment in our practice management system.

#### **What are the benefits?**

It saves you time and eliminates the need to write checks, buy stamps, or worry about delays in the mail. It also allows us the chance to refund patients easily. Finally, it cuts down on germs while handling cards to pay for bills; there is no need to take your card out if it is on file. It also drives our administrative cost down because our team sends out fewer statements and spends less time taking credit card information over the phone or entering it from the billing slips sent in the mail, which are less secure methods than us storing the information. The extra time the team has can now be spent directly helping the patients, either over the phone, with insurance claims, or over the phone.

#### **I always pay my bills on time. Why do I have to do this?**

Reducing unnecessary cost is essential for us to continue as an in-network provider with most insurance companies. It also allows us the chance to help our patients avoid the additional costs and hassle of dealing with the collection department. This does not affect your insurance coverage.

#### **What if there is a payment discrepancy or I have other payment questions?**

Please contact your Triangle Family Dentistry location. This policy in no way compromises your ability to dispute a charge or question your insurance company's explanation of benefits.