

Choto Family Dentistry
1624 Choto Markets Way
Knoxville, TN 37922
865-409-5077
Chotofamilydentistry.com

Office Policies

We are honored that you have chosen Choto Family Dentistry as your dental provider. Doctors Tommy Spears and Darrel Clabough have approximately 60 years of combined experience. We are constantly staying up on the leading technology and re-investing in our practice so we can deliver top notch, gentle, compassionate care. As our patient, our doctors and staff will diagnose and treat with the fullest intent of the absolute best and gentle care possible. At no time will we diagnose and treat our patients limiting ourselves under the guidelines of the insurance coverage. That being said, we will strive to get the maximum insurance payment for you when treatment is needed.

Initial

X-Rays

Our office is equipped with the latest, state of the art, safe technology in digital dental radiographs. We will update any necessary x-rays, including *Panorex* (that are less than 3 years old) and *Bitewings* (less than 1 year old). If you are a new patient, it is your responsibility to make sure we have any current x-rays in time for your first appointment. Please be sure to call your previous dental care provider or other providers that may have any x-rays and have them sent to us. Our email is listed above. ***If we do not have current x-rays we will take them in our office in order to have a complete exam. Insurance may or may not pay for these. We do not allow your insurance to dictate the care that you deserve and the care that we provide. Current x-rays are vital for Dr. Spears and Dr. Clabough to do a complete exam in order to provide the top quality care.***

Initial

Medicine

If you need to pre-medicate for any reason, or if you are on any type of blood thinner, please let us know in advance of your appointment. We can kindly remind you to take your pre-medication prior to your scheduled appointment time if we need to. However, it is your responsibility to make sure you are pre-medicated. If you arrive for your appointment and you have not pre-medicated, and the doctor is unable to complete your appointment, you may be charged an office visit. It is very important that Dr. Spears and Dr. Clabough know all medicines that you are taking. Please list all of them.

Initial

Appointments

Your scheduled appointment time has been reserved specifically for you. We request a 2 business day notice if you need to cancel your appointment. If you fail to make your appointment or do not give us a 48-hour cancellation notice, you may be charged an office visit. We are aware that unforeseen events sometimes require missing an appointment. Repeatedly broken or failed appointments may result in dismissing services as your provider.

Initial

Insurance

Dr. Spears and Dr. Clabough are both providers for multiple insurance plans. It is the patient's responsibility to know and understand your plan's benefits. We will file your insurance as a courtesy, but expect your portion to be paid in full on the date of the service. Because insurance policies vary, we can only estimate your coverage in good faith but cannot guarantee coverage due to complexities of insurance contracts. If you need to know exactly what is covered and what is not, you will need to call your insurance company. We are a provider for many plans but will file all insurance claims at the courtesy of you, our patient. It is impossible to research all of the details of all these plans because they are currently changing. Please do your diligence.

Initial

Payment

Your estimated patient portion must be paid at the time of service. As a service to our patients, we will bill insurance companies for service and allow them 45 days to render payment. After 60 days, you are responsible for the entire balance, paid-in-full. At that time, a finance charge will start to accrue each month on any past due balance. If you have any questions, our courteous staff is always available to answer them. In the event your account should be sent to a collection agency for failure to pay, you will be responsible for any and all collection charges and attorney fees.

Payment is expected at time of service. If special financial arrangements are needed, an extended payment plan is available through Care Credit. Dr. Spears' and Dr. Clabough's office offers no interest plans through Care Credit up to 12 months.

More information about this plan is available at www.carecredit.com

If you have read and understand Choto Family Dentistry's paperwork and the policies of our office, please initial each policy, sign and date this page. Again, thank you for allowing us to take care of your dental needs. Feel free to let anyone in our office know if you have any questions or concerns or call us at (866) 409-5077.

Date:
