



TOTEM LAKE DENTAL

ANDY TRINH, DDS  
KATHERINE WANG, DDS

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## OFFICE POLICY

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The following policies pertain to the office of Dr. Andy N. Trinh. Please read and sign below.

- **SCHEDULING:** A Non-Refundable Scheduling Deposit Fee of \$50 per hour will be collected upon scheduling an appointment longer than 2 hours. The deposited amount will be applied toward the appointment
- **PAYMENT:** **Total payment is due at the time of service.** When using dental insurance, your portion will vary based on the procedure and plan coverage. **Treatment under \$1,000 will be COLLECTED when treatment is rendered.** \*If the estimated out of pocket for treatment is over \$1,000, patients will be allowed the following payment plan: half down at start of treatment, and the remaining balance will be distributed into 3 monthly payments.
- **ACCEPTED PAYMENTS:** Visa, MasterCard, debit cards, checks and cash. We also offer payment plan options through Care Credit. \*If a Financial Agreement has been authorized, payments are collected on the dates agreed upon. **A NSF Fee of \$25 is automatically applied to any declined payments.**
- **OUTSTANDING BALANCES:** A statement will be emailed to you for any balance on your account. Balances over 30 days are subject to a service charge of 1% per month (12% annually). **All accounts that are 90 days past due will be referred to a collection agency.**
- **DENTAL INSURANCE:** Dental insurance is a contract between you, your employer, and the insurance company. Questions regarding your dental insurance coverage should be directed to your insurance company. As a courtesy, our office will verify your eligibility and coverage limitations. Please understand that phone verification is not a guarantee of benefits. Should your insurance company deny your claim, pay less than originally estimated or your benefits have been all used, you are responsible for the balance. Please keep us updated if you insurance coverage changes or you may be responsible for the entire appointment fee.
- **INSURANCE CLAIMS:** As a courtesy to our patients, we will submit your dental claim to the insurance company on your behalf.
- **EMERGENCY TREATMENT:** If we are not able to verify your insurance benefits prior to the emergency appointment, you (or responsible party) are responsible for all charges at the time of service. Once insurance is billed and when/if payment is received, we will refund any credit that may result.
- **CANCELING/RESCHEDULING APPOINTMENTS:** Your appointment time is reserved especially for you. If you are unable to keep your appointment or need to reschedule, please notify us at least 48 business hours prior to your appointment. Repeated cancellations or missed appointments will result in loss of future appointment privileges and possible dismissal from the practice.
- **ARRIVAL TIME:** Our grace period is 10 minutes. If you arrive later than 10 minutes after the scheduled appointment time, we may need to reschedule your appointment.

**Appointments cancelled or changed with less than 48 business hours' notice will be subject to a non-refundable fee of \$75 per hour of scheduled appointment time regardless of whether or not the appointment has been confirmed.**

I have read, understood, and agree to the Office Policy of Totem Lake Dental.

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Patient and/or Guardian Signature

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Patient Name - Print

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Date