

# **Great Oaks Dentistry, P.A.     Marshall K Warren, D.D.S.**

1532 North Walnut   New Braunfels, TX 78130   830-625-2583

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## **Office Policies:**

### **1. Office Hours:**

**Monday and Tuesday** 8:00 a.m. to 5:00 p.m.    Closed for lunch from 1:00 p.m. until 2:00 p.m.  
**Wednesday** 7:00 a.m. to 4:00 p.m.    Closed for staff meeting from 12:00 p.m. until 1:00 p.m.  
**Thursday** 7:00 a.m. to 4:00 p.m.  
**Friday** 8:00 a.m. to 12:00 p.m.

### **2. Emergencies:**

**Dr. Warren may be reached for urgent dental emergencies after normal business hours by calling the following telephone numbers: Home (830) 625-3005, Mobile phone (830) 660-1771.**

### **3. Holidays:**

**Our office will be closed on the following days: New Years Day, Memorial Day, July 4, Labor Day, Thanksgiving Day, December 24 & 25. Our schedule will vary according to Doctor's time off.**

### **4. Rescheduling Appointments:**

**Whenever possible, we request that you give us 48 hours notice for rescheduling your appointment. It is a courtesy, which allows us to use our time to better serve others in need of dental services. In the event of chronic cancellations or failure to present for your appointments, we may be forced to refuse services. For your convenience, we do offer block scheduling for multiple family members with the condition that all members must keep the appointments as scheduled. If this policy is not followed, we will not be able to offer appointments for multiple family members at one time.**

### **5. Children in the Office:**

**We love children, but we are not staffed or equipped for infants or toddlers in the office. We politely request that you make arrangements for child care prior to your dental appointment.**

### **6. Tardiness:**

**If you are running late for your appointment, please notify us of your arrival time. We make all attempts to be flexible if we know that you are on your way. If you have not notified us of a pending tardiness and your appointment time has lapsed by 15 minutes, we will attend to another patient at that time.**

**If we are behind schedule, we will make every effort to notify you in order to minimize your waiting time. Emergencies, which often disrupt our regular schedule are a common occurrence in dentistry. We make all efforts to prioritize our scheduled patients while attending to the unforeseen urgent needs of others. Please be patient with us if you are affected in an adverse manner because of our need to care for an emergency patient.**

### **7. Parking:**

**Please reserve the parking spaces closest to Kirkwood Manor driveway for extra long vehicles.**

### **8. Dual Insurance:**

**For those patients that are fortunate enough to have dual coverage, we will provide the courtesy of filing your services with your primary carrier only. It is your responsibility to reconcile your account and file with your secondary carrier. We will provide any needed documentation.**

### **9. Billing Practices:**

**If the patient is not covered by any dental insurance, we expect full payment at the time services are rendered. For the patients with insurance, we expect payment for any portion that we estimate is not covered by your insurance. We will send monthly statements at any time that your account shows a balance. If your insurance carrier fails to pay us within thirty days, it is your responsibility to contact them and discuss the delinquency. You are ultimately responsible for all debts.**