

Jordan Family Dentistry  
2217 Old Jeanerette Rd  
New Iberia LA 70563  
337-365-0816

Hello! Welcome to our office where giving you a healthy and beautiful smile is our number one priority. I want to thank you for choosing our office for your dental needs. It is my pleasure to provide you with the latest technology in dentistry. The technology today means that you can keep your teeth an entire lifetime, children can grow up cavity free, and you can have the smile you have always wanted but thought you could never have.

In order to provide this service, we would like to inform you of our office policies:

**1. Cancellation Policy:** If you are unable to keep a scheduled appointment, we require a 24-hour cancellation notice. We reserve this time especially for you and your needs. Our office does confirm appointments by calling you the day before an appointment is scheduled. If an appointment is not kept, we consider this a broken appointment. On your second broken appointment without 24-hour notice our policy will be enforced. You will be charged a \$40.00 broken appointment fee. Our time is valuable and giving a day's notice of cancellation allows someone else to receive treatment in your absence. We do understand emergencies can occur and will take special consideration to the situation. We may also require you to pre-pay for an appointment depending on the procedure and the length of the appointment time.

**2. Payment of Services Rendered:** Please remember that you are responsible for payment of charges for services rendered on the day of your visit. We accept: cash, check, Visa, MasterCard, Discover, and Care Credit. We also file your insurance for you and accept insurance payments. However, it is your responsibility to provide any change of information, not informing the receptionist of changes could delay payment. Please remember we try to estimate what your portion of the treatment fee will be and is only an estimate. Your insurance can reduce the cost or deny based on usual and customary fee, or any other limitations your policy may have.

We offer filing your insurance and accepting their payments as a service to you. However, please remember you are responsible for any balance in your account after the insurance company has made payment. After 60 days of filing a claim if we have not received payment from the insurance company the balance is your responsibility.

Our philosophy is to offer the best quality dental care. I look forward to helping you have your healthiest and most beautiful smile possible. By working together, I know we can achieve this. Until then, please remember to brush and floss daily and to eat good nutritious food. Your smile is a treasure, one worth safeguarding and keeping.

Sincerely,

Luke Jordan, DDS