

# Welcome To Our Office

**W. Jay Marley, Jr., D.D.S., D.I.C.O.I.**  
**John H. Anderson D.D.S.**  
**Sue Baxter-Parsons, R.D.H.**  
**Mackenzie Fanelli, R.D.H**  
**907-235-8909**

**Business Administrator:** Erica Marley  
**Business Assistant:** S. Taback  
**Office Manager:** Lisa Collver

**Lead Dental Assistant:** Hanna Crow  
**Dental Assistants:** Benay Eagan  
Tessa Blount

*Thank you for choosing our practice. Our office takes pride in providing the highest quality oral health care and is committed to meeting or exceeding the standards set forth by the American Dental Association (ADA), Center for Disease Control (CDC) and OSHA for infection control and office safety. Our goal is to provide you with the highest of quality and considerate care.*

## OUR OFFICE POLICIES

**FIRST APPOINTMENT:** The first appointment for any person new to our office will be on a cash/credit/check basis only unless other arrangements have been made in advance. If you have insurance we will bill your insurance, however you are responsible to cover all charges until first insurance claim is returned.

**QUALITY TREATMENT:** In an effort to keep our patients comfortable we offer the use of nitrous oxide (laughing gas) unless other arrangements have been made in advance.

**PAYMENT FOR SERVICES:** We expect **payment in full at the time of service** and accept cash, checks, credit cards (Visa & MasterCard), and Care Credit. Treatment requiring laboratory services requires 50% down at the time work is started with the balance due when the procedure is finished. There is a \$35 fee for all returned checks.

**INSURANCE:** We are happy to help with dental insurance. However, we do not work for the insurance companies, we work for our patients. Therefore, our patients have final responsibility for submitting all claims to their insurance company and understanding what their policy benefits and status are. We submit one insurance claim for each treatment rendered for a primary and secondary insurance. If the insured patient elects not to pay cash for services rendered they are responsible for any service charges/interest that may occur while insurance is pending. *In the event of benefit denial or delay, you as the patient are ultimately responsible for your own account.*

**SERVICE CHARGES:** All accounts over 60 (sixty days) old are charged \$10.00 per month until the account is paid in full.

**CHILDREN:** We welcome our youngest patients and find them to be the most enjoyable part of our practice. **We ask parents presence in the treatment room to be strictly by invitation only.**

**APPOINTMENTS AND CANCELLATIONS:** Appointment times are reserved exclusively for the person making the appointment. Failure to keep appointed time is extremely expensive to everyone. Therefore, we require a minimum of 24 hour advance notice of any cancellations. We reserve the right to charge a deposit/pre-payment or cancellation fee for changes made to appointments without a 24 hour notice.

**PATIENT RECORDS AND X-RAYS:** The records and x-rays are the doctor's property but the information belongs to the patient. Duplicates of x-rays will be made upon request for an appropriate fee for time and materials.

**EMERGENCIES:** In the event of a dental emergency outside of our regular business hours, patients may call Dr. Marley's residence at 235-9649 or contact the emergency room at the hospital at 235-0282.

\_\_\_\_\_ Initial here