

Dr. Don W. Heyen, D.D.S.
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OFFICE POLICIES AND PROCEDURES

OFFICE HOURS: Mon – Thurs from 8:00 A.M. to 5:00 P.M.

After Hours: For emergencies only please call 940-733-6116

Appointments: Please call us at least 24 hours in advance to cancel or reschedule your appointment, or it will be considered a no-show. Please arrive a few minutes early in case your paperwork or medical history needs to be updated.

NO-shows: After 3 no-shows, you will be charged \$30.00, and each time thereafter.

Financial: Payments are due on the day services are rendered unless other arrangements have been made with our Financial Coordinator ahead of time. We will file your insurance for you and you need to pay what ever insurance doesn't cover on the day services are provided. We accept cash, checks, debit cards, Visa, MasterCard, Discover, American Express and Care Credit.

Insurance: Please make sure we always have a current copy of your insurance card, your current address and phone numbers.

Medical History: Please advise us of any new medical history updates and prescriptions changes.

Please sign here stating that you have read and are aware of our office policies and procedures.

Signature: _____ Date: _____

*We will provide you with a copy of this for your information. Thank you for choosing Dr. Heyen, as your dentist! Please let us know of anything we can do to make you and you family visit's here any better. We welcome any comments, concerns or questions! Thank you again.