



Financial Policy

Aurora Dental Clinic offers different forms of payment to make our services more affordable for patients and we will address any concerns regarding payment before treatment is started.

We accept cash, debit, Visa, MasterCard, American Express, Interac, and cheques. Patients are responsible for payment of services rendered, irrespective of payment by insurance carriers, workers compensation, and the like.

Payments for services are due on the day of treatment, unless other arrangements have been made with the financial coordinator in advance.

Insurance

We do direct billing and can submit claims to your insurance carrier on your behalf if you meet the necessary requirements. While we are happy to be of assistance, it is the patient's responsibility to ensure that insurance coverage is active on the day of treatment and to be aware of the exact coverage amounts and percentages. Any amount not covered by insurance is the responsibility of the patient and is due on the day of treatment.

No-Show Policy

On confirmed appointments, if the appointment is missed, you will be charged a fee. We never "double book" patients, meaning it is important to keep to your schedule appointment time.

Cancellations

In order to be respectful of the dental needs of other patients, we ask that you call our office promptly if you are unable to attend an appointment. Your scheduled time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another patient access to timely dental care.

To cancel an appointment, please call 780-791-7737. If you do not reach the front desk, you may leave a detailed message on the voicemail. If you would like to reschedule your appointment, please be sure to leave us your phone number and let us know the best time to return your call. Alternatively, you can email us at: auroradentaltw@gmail.com.

Appointment Confirmations

As a courtesy, we will attempt to remind you of your appointment by calling and/or emailing you 1 or 2 days prior to confirm your scheduled date and time. If we cannot speak to you directly, we will leave a message for you. However, in the event your mailbox is full or your line is busy, our efforts to contact you may be unsuccessful. An appointment is a contract of time reserved for you and in the event that we are unsuccessful in our efforts to confirm your appointment, it is still your responsibility to keep the appointment.