



Important Information for New Patients of Community Dental

1. In order to best serve you as a patient of Community Dental please complete the attached paperwork and bring or mail it to the center where you are seeking services.

COMMUNITY DENTAL

- PORTLAND -

190 Park Avenue
Portland, ME 04102
Phone - (207) 874-1028 | Fax (207) 842-2963
E-Mail - portland@communitydentalme.org

COMMUNITY DENTAL

- BIDDEFORD -

57 Barra Road - Suite 3
Biddeford, ME 04005
Phone - (207) 282-1305 | Fax (207) 282-7351
E-Mail - biddeford@communitydentalme.org

COMMUNITY DENTAL

- LEWISTON -

177 Main Street
Lewiston, ME 04240
Phone - (207) 777-7442 | Fax (207) 777-7706
E-Mail - lewiston@communitydentalme.org

COMMUNITY DENTAL

- FARMINGTON -

131 Franklin Commons - Suite 1
Farmington, ME 04938
Phone - (207) 779-2659 | Fax - (207) 779-2697
E-Mail - farmington@communitydentalme.org

2. On the day of your appointment, please arrive **10 minutes before** your appointment time. It is required that you **bring your insurance card** with you to each appointment.
3. A **parent or guardian** must accompany patients under 18 years of age and remain at the Center during the length of the appointment.
4. **Payment** for dental services is due at the same time you receive the dental care. There is a \$25 fee for any check payments returned for non-payment.
5. If you are requesting consideration for our income based sliding fees, you must complete the sliding fee application and include copies of all proof of household income. This may include:
 - **A copy of your most recent Tax Return, current household W-2s or pay stub(s) that includes year to date income total.**
 - **A copy of your TANF, SSDI, Pension, Retirement, Child Support, Alimony, Unemployment, Workman's Comp, etc. or Bank statement of Direct Deposit for any of the above**
 - **Alimony, child support payment, City or General Assistance Voucher**

Proof of income must be updated annually. Full fees will be applied if documentation is not received with application.

Important Appointment Confirmation Notice

We will make multiple attempts to remind you about your upcoming appointment. We will attempt to call you:

- **3 business days, then 2 business days, and finally 1 business day before your appointment**
 - If you do not verbally or electronically confirm your appointment within 24 business hours of when you are scheduled, **we will cancel your visit and it will be notated as a broken appointment**

Important Broken Appointment Notice

Missed appointments prevent patients from getting the care they need. Community Dental may restrict patients from scheduling appointments if they have broken an appointment. An appointment is considered to have been broken if:

- The patient **fails to appear** for the appointment, or
- The patient **arrives too late** for a scheduled appointment, or
- The patient cancels an appointment **with less than 24 hours notice**