

## PATIENT SATISFACTION PLAN

Page 1 of 3

### A Guide to Conflict Resolution

Our dental team values your satisfaction. Making people happy is how our practice has grown. However, in the unlikely event of a concern about any aspect of your care, we offer our Patient Satisfaction Plan.

Both when you registered in our office and when you signed a consent form, we agreed to resolve any dispute through arbitration, which is a substitute for a trial by judge or jury.

The best way to solve differences is always to discuss the problem and see if we can find a solution together. But if we cannot talk it over and talk it out, an unbiased professional arbitration organization will resolve the matter through arbitration.

### What is Arbitration?

Arbitration is a process of settling disputes by employing an impartial third party who reaches a final and binding determination. This method features a private, informal, quick and economical method to resolve disputes. Many businesses such as insurance companies, banks, auto dealers, unions, securities dealers and health providers resolve countless disputes each year through arbitration.

### What are the Benefits of Arbitration?

Confidentiality:	It is a private process, with no public record of the proceedings.
Limited Discovery:	The expensive and drawn-out discovery process of ordinary litigation is limited.
Speed:	With no docket backlog, hearings are scheduled promptly.
Expert Neutrals:	Arbitrators know both the subject matter of the dispute and the arbitration process.
Savings:	Less discovery and more informality saves legal fees.
Relationships preserved:	Litigation often destroys relationships that arbitration may preserve

### **May I Hire an Attorney?**

Yes, you always have the right to a lawyer. If you choose to hire legal counsel, please show this document to them. Your lawyer may help you prepare your case to present to the arbitrator.

If you choose to present your side, you will be heard by an impartial arbitrator. The informal arbitration process does not operate with courtroom rules of evidence and discovery.

### **What do I do First?**

First let us try to work out any problem. We value your satisfaction and will do our best to fulfill your expectations. Our staff will lean over backwards to satisfy any legitimate request.

If we cannot please you, either of us may call the

ARB (interNET-ARBitration) - [www.net-arb.com](http://www.net-arb.com)

NFA (National Futures Association) – [www.nfa.futures.org/dispute/faq.asp](http://www.nfa.futures.org/dispute/faq.asp)

Remember, these organizations represent neither you nor our office. They will send you a claim form and a brochure that explains the procedure.

### **What Happens Next?**

Review the literature and fill out the claim form. Call or email any questions to the organization you select. Contact information is available on their websites.

- ❖ **Filing fee:** A filing fee is required to instigate arbitration. This is payable to the arbitration organization, half by the person asking for arbitration and half by our office. Please include your check when you file.
  
- ❖ **Arbitration fee:** A typical filing fee for arbitration may run in the several hundred dollar range. An estimate of actual cost will be submitted to both parties prior to arbitration. As with the filing fee, this fee is also split equally.

- ❖ The Process: The arbitration organization will submit several arbitrators' names and both parties participate in selecting an arbitrator who will then schedule a hearing.

### **Conclusion**

If we disagree on any matter, we hope we can resolve the problem between us. However, if we cannot, we are pleased to provide a way in which you may obtain complete Patient Satisfaction.