

Welcome to our practice. We appreciate the opportunity to provide you with dental care. Our staff is made up of well-trained professionals, who work together as a team to bring you the highest quality treatment in a warm, caring setting.

We've provided this brochure so that we may better serve you. It contains answers to the questions that most patients ask. However if you have other questions, please feel free to ask any staff member.

### **Appointments**

We see all patients on an appointment basis, and ask that you call in advance so that we may reserve time for you. The office phone number is 848-7741. We try to see all patients on time, and request that you extend the same courtesy to us.

If you cannot keep an appointment, call 848-7741 to notify us immediately. Please try to give us 24 hours notice so that this time may be given to another patient. There may be a \$25 broken appointment charge if notice is less than 24 hours.

### **Office Hours**

The office is open on the following schedule:

Monday . . . . .	10:30-7:00
Tuesday . . . . .	9:00-5:30
Wednesday . . . . .	8:00-1:00
Thursday . . . . .	9:00-5:30
Friday . . . . .	8:00-1:00

### **Emergency Care**

We recognize that emergency situations do arise and we will do everything in our power to respond to your problem as quickly as possible.

If an emergency arises while the office is closed, call 848-7741. There will be instructions on how to reach the doctor.

If an emergency arises while the office is open, please call the office as early in the day as possible. We reserve special times for those patients with emergency needs, and you will be seen as quickly as possible.

### **Telephone Calls**

We encourage you to call with questions you may have concerning dental problems; however, it would be unfair to other patients if the doctor were to disrupt treatment to answer every phone call. Our staff is trained to answer most questions. If your call requires that the doctor speak with you, please leave a message and the doctor will return your call at the earliest opportunity.

### **Recall Visits**

We believe in the benefits of regular preventive care, and therefore, encourage all our patients to return for periodic recall visits. We will send you a written reminder when it is time to return. When you receive this notice, please telephone promptly to make an appointment.

At the time of your recall visits, please advise the receptionist of any change in your: (1) health and medications being taken; (2) address or telephone numbers; (3) marital status; (4) employment and insurance coverage.

### **Fees and Payments**

We make every effort to keep down the cost of your dental care. You can help by paying for treatment at the time of your visit. If your treatment program requires several visits, you will be given an estimate and asked to make financial arrangements with a member of our business office staff.

### **Insurance**

Dental insurance is intended to cover some, but not all of the cost of your dental care. Most plans include co-insurance, a deductible and other expenses which must be paid by the patient.

If you have dental insurance, please bring your plan information with you to your first visit. We will work with you to assure that you receive the maximum benefits to which you are entitled.

At the end of each visit, you will receive all of the information necessary to file your insurance claim. If you have questions regarding your coverage, please ask a member of our business office staff and we will work with you to find the answer.

### **No Smoking Please**

Because exposure to tobacco is hazardous to your health, we ask that you refrain from smoking while in this office.