

## Welcome to our practice!

We are pleased you have chosen us to care for your dental needs. We are committed to providing you with high quality dental care in a gentle, caring manner. We look forward to seeing you at your first appointment! Please inform us of any concerns you have along the way so we can improve our service to you and all our patients.

### Philosophy

Our office believes in preventive dentistry, which means we aim to prevent dental problems before they occur through patient education, regular dental examinations, and appropriate treatment. Successful preventive dentistry also requires the cooperation and participation of you, the patient. By taking an active part in your oral hygiene and following our treatment guidelines, we can work together to maintain a healthy, pain-free, and beautiful smile.

### Your First Visit

On your first visit to our office, we will perform a thorough examination and review of your oral health and overall health history, including any necessary dental x-rays. We will address any concerns you may have and discuss recommended treatment to meet your oral health goals. Before you leave, we will give you the opportunity to schedule a cleaning and any recommended treatment.

### Insurance Policies

We are happy to submit claims to your dental insurance company and we will apply any amount paid by your insurance company to your account. However, you are ultimately responsible for any fees associated with your dental services.

Our staff can typically provide an estimate of what your portion of the fees may be based on your insurance benefits. Because of the variances in the way insurance companies classify treatment, changes in treatment needed, differences of employer-based dental insurance plans, etc., the estimate could be greater or lesser than expected. Please keep us updated with any changes in your employment or insurance benefits so we can better serve you. You are responsible for paying your estimated patient portion at the time services are rendered and you are ultimately responsible for any balance that your insurance company does not pay.

### Appointment Cancellation Policy

**An administrative fee may be assessed if you fail to provide 24-hours advance notice of the cancellation of your scheduled appointment.**

**\*A parent or legal guardian MUST accompany all minors to their new patient exam.\***