

# American Dental Care

## Welcome to American Dental Care

Thank you for choosing American Dental Care to be your oral health care provider and congratulations on taking the first step to better dental health. It is our goal to provide you with the very best dental care in a comfortable and friendly environment. At American Dental Care, you will find our staff members dedicated to the following:

- 100% patient satisfaction
- Understanding your specific dental needs and wants
- Providing a safe, comfortable and sterile environment
- Working with you to accommodate your financial needs and evaluate your insurance benefits
- Quality dental care provided by caring, trained professionals

## Specialty Care

American Dental Care is a *multi-specialty facility*. We provide the convenience of most services under one roof. We are proud to offer the following:

- American Dental Care Health Plan
- Gum treatment
- Orthodontics (braces)
- Root Canal
- Tooth Extractions
- Pediatric Dentistry (dentistry for children)
- Dentures, Partials, Bridges
- Cosmetic Dentistry (bonding, whitening, veneers)
- Dental Implants (permanent tooth replacement)

## First Visit

On your initial visit, we will review your medical and dental history. It is important that you complete this carefully, including a detailed list of any medication being taken. Your dentist will determine what dental x-rays are needed. A thorough oral examination including oral cancer screening and a periodontal screening for gum disease will be completed.

The doctor will discuss treatment options and a treatment plan will be formulated, including any estimated insurance benefits. Your teeth may be cleaned on a subsequent visit.

## Periodontal Care

If it is determined at your exam that you need periodontal care, your doctor and hygienist will do a more in depth diagnosis of your gums and inform you of their diagnosis and treatment plan.

They will provide you with an individualized plan to meet your unique needs and get you healthy. After your initial therapy they will design a periodontal maintenance program that is also unique to your needs and help you manage your maintenance schedule with us.

## Emergency Visits

Our patients are very important to us and if an emergency arises, we ask that you call the office and we will get you an appointment as soon as possible. We will fit you into our schedule to cause the least amount of inconvenience to you and to our scheduled patients. We will address the emergency (chief concern) at that visit. For more comprehensive care we ask that you schedule a complete exam to prevent emergency visits in the future. An emergency patient is considered someone who has pain or swelling that has started recently. In the event that our office is closed an answering service is on call 24 hours a day, 7 days a week for any emergency. We ask that if you have caller Id block, please turn it off.

## Dental Insurance/Finance Plans

American Dental Care participates with many dental plans and insurance companies. Please check with your insurance company to inquire about your specific benefit coverage. As a courtesy to our patients we will submit insurance claims on your behalf. At your initial exam, we will develop a treatment plan for you. Though things can and do change, we will provide you with a copy of this treatment plan. This will illustrate an estimate of what you are expected to pay and what your insurance is estimated to pay, for your treatment. In some cases a treatment plan may exceed your insurance carrier's coverage limit. To help make our services more affordable, we offer easy to use financing programs. You can pre-qualify today by completing the simple registration form attached. By submitting this application, you are giving the finance company permission to check your credit. Our 12 or 18 month same as cash option with no penalty for early payoff is one of our most successful programs. All financing plans are subject to credit approval.

## Office Policy

At American Dental Care we respect our patients' time and will make every effort to remain on schedule and complete treatment in as few visits as possible. Unexpected circumstances do occur and we apologize for these in advance. Legal guardians must be with minors for all visits unless other arrangements are made with the office. Only patients and their legal guardians are allowed in the treatment areas. Children of patients, siblings etc. are not permitted in the treatment area and must remain in the reception area.

Because we are considerate of our patients' time we ask that our patients be considerate of the time reserved for them. We ask for at least 24 hours notice of any cancellation. If you miss an appointment without calling, you may be charged for the appointment. Missed appointments without proper notification will result in the loss of the ability to make future appointments. When making an appointment for a large block of time, we ask for a deposit for the appointment. This deposit goes towards the work being done. If the appointment is missed without notification, the deposit may be forfeited. It is also policy that all payments or co-payments are due at the time of service or at the start of a multiple-visit service.

Please understand as part of the American Dental Care Financial Policy that you will sign, you are responsible for all services started and rendered by our staff unless prior arrangements have been made. These services must be paid for at the start of treatment. See the attached American Dental Care payment options for the payment method you find most comfortable.

***If you have any questions please feel free to speak with the office manager or dental director.***

***Thank you for choosing American Dental Care.***