



## ***FREQUENTLY ASKED QUESTIONS AND ANSWERS***

At Advanced Dental Care we want your first visit to be the best dental experience you could possibly have, so here is some information that will make that possible. Our goal is to answer some questions you might have, but please feel free to call me if this does not answer what you need to know.

- *How long should I allow for my first visit?* You should allow 90 minutes for your New Patient Exam. We do a very thorough job in collecting data that will help our doctors diagnose the best treatment for you.
- *How much should I bring to my first visit?* If you have insurance we ask that you bring \$50 to your first visit. Most insurances will not cover the photos and intra oral camera pictures that we take. We believe these photos are vital to the doctors developing your diagnosis and the \$50 will be applied to your deductible.
- *Are you in my network?* We are providers for Anthem, Delta Dental Premier and Humana. If we aren't in your network, can you still come to us! Yes, we will make sure to verify that you can come to our office. If you are out-of-network you may have to pay a bit more for your care, but we truly believe our quality of care warrants this extra investment.
- *Can I get my teeth cleaned at my new patient exam?* We know that getting your teeth cleaned is usually what motivates many patients to make a dental appointment. However, sometimes patients have not had their teeth cleaned for a long period of time and they may require much more than just a "polish cleaning". Our office has a "no tolerance for bleeding gums" policy, so we are assessing your gum health at your new patient exam. We can then schedule you for the type of "cleaning" you require. If you have remained on regular check ups and only have a small amount of tartar, we will be most happy to do your cleaning the same day, but that will be determined by the exam we do. We normally schedule our last patient at 3:30 for a new patient exam and therefore, would not have time to do a proper cleaning at that time.
- *What about broken appointments?* We schedule just as an airline does. We do not overbook in hopes that someone will miss their appointment. Our office is small and focused on patient care, so we make sure to leave enough time for your appointment and we do not cross book procedures that cannot be overlapped. If you are unable to keep your new patient exam, we ask that you give us 48 hours notice. We know that emergencies can come up and sometimes it is not possible, but that is the needed time in order to get someone else scheduled.
- *How do you handle broken appointments?* If you fail one appointment without 48 hours notice, we require a deposit be placed on your credit card for a second new patient appointment to be scheduled. When you come to your appointment that deposit is applied to the treatment needed.