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**W**elcome to our practice. We appreciate the confidence you have placed in us. We will make every attempt to honor that trust by providing the quality of dental care you require and deserve. One of our primary concerns will be to make you feel comfortable in our office. We assure you, every effort will be made to address all of your concerns.

**O**n the first visit you will be asked for some personal data and information regarding your past dental and medical background. This information will provide us with the foundation upon which the plan for your dental treatment can be developed.

**O**ur office provides care by appoint-

ment only. Unfortunately emergencies do occur which may occasionally cause delays in our schedule. We will do all that we can to honor your appointment time.

**I**f you cannot keep a scheduled appointment, we request that you give us a minimum of 24 hours notice, so that someone else may use the time set aside for you.

**T**elephone calls received during regular office hours will routinely be handled by our office personnel. In most instances they will be able to assist you directly. Those calls requiring direct consultation will be returned as soon as possible.

**B**ecause of the nature of our practice, we would like for you to fully understand the nature of your treatment before it begins. Depending upon your needs, we may request that you return to the office a second time to discuss your care in detail prior to commencing treatment. In addition, we may ask you to consult with other dental specialists should it be advisable. Their recommendations will help us to provide you with the most comprehensive care available.

**W**ith recent advances, we are able to provide better care than ever before. Dental care is now so thorough that

if patients do their part, it is possible for most individuals to maintain their natural teeth for a lifetime. Our goal is long term optimal care for both you and your family.

**T**here are a great many diseases that can occur within the oral cavity and surrounding structures. In the interest of achieving and maintaining exceptional oral health, every patient must be individually evaluated. This includes a detailed discussion with the dentist intended to provide information about yourself. At that time your reasons for making the appointment, concerns you may have had about prior dental experiences, and a review of your past medical and dental history will be discussed.

**A**nother part of the evaluation includes a head and neck screening examination to determine if any unusual conditions exist. In addition, evaluation of your teeth and their supporting hard and soft tissues will be performed. Where necessary, digital radiographs (x-rays) will be taken to enable a more complete and comprehensive examination. Once the examination has been completed, a treatment plan will be developed that is intended to restore your mouth to optimal health. When it is presented, you will be given ample time to discuss the findings and recommendations and raise any questions you feel are pertinent.

Out of consideration for your busy schedule, we will try to complete treatment in as few visits as possible. We believe your time is valuable, and except for treatment of emergencies, we will do all that we can to be prompt. We only request the same courtesy from you.

We do our best to understand our patients' concerns in planning the investment in their oral health. Therefore we feel it is our responsibility to inform all patients of the required investment for very treatment plan option and to offer assistance in arranging reasonable payment schedules.

Total dental health is dependent on sound teeth and healthy supporting hard and soft tissues. Additionally, occlusion has a great deal to do with the long term prognosis of the teeth. Our goal is to address as many problems in this area as is possible. But this can't be accomplished without your help. By working together to achieve this goal, you will have a healthier mouth now and in the future. However, without your help, we cannot promise you will remain free of dental disease.

Insurance is always an area of concern for our patients. As a convenience to you, we will be glad to submit charges for services rendered directly to your insur-

ance carrier. However, you are primarily responsible for the costs associated with any treatment rendered. While the service provided by the dentist establishes an agreement between the patient and the dentist, the relationship you have with your insurance carrier constitutes an agreement between the carrier and you. If you have any questions regarding your account, please don't hesitate to contact us. Oftentimes a phone call will eliminate any misunderstanding that might exist.

It is our mutual responsibility to see that the dental care provided is properly maintained after completion. Therefore, we will strongly recommend regular follow-up visits and routine examinations and cleanings. Our goal is to maintain an attractive healthy smile providing optimal comfort and function.

Only through open communications, can the best care be provided. Therefore, we encourage you to raise any questions or concerns you may have with our staff, at any time. By establishing a trustful relationship, it is reasonable to achieve total satisfaction.

Please let us know as far in advance as possible, if you must change an appointment. Please feel free to discuss fees with us. Bring any unusual financial difficulties to our attention.

Inform the doctor if there have been any changes in your health history, no matter how insignificant you may think they are. He is in the best position to evaluate their importance.

If you have moved, or changed telephone numbers, employers or insurance carriers, kindly let us know. Always try to explain your needs, problems and expectations as accurately as possible. Because of the volume of phone calls we receive, it is possible for communications between the patient and office staff to break down. If you believe there has been some misunderstanding, don't hesitate to bring it to our attention.

We appreciate the confidence you have placed in us. By choosing our office you have expressed a willingness to place your health in our hands. We are flattered you have made that choice. You may rest assured we will do everything in our power to demonstrate we are worthy of that trust. We hope your visits to our office will be as pleasant as possible.

Yours for better oral health,

Dr. Robert M. Peskin and Staff