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DENTAL CENTER

of Florence

Welcome to our practice! We appreciate the trust you have placed in us by selecting our office. We will make every effort 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 feel that all of your visits to our office will be pleasant and unique experiences.

This is an era of change

In the dental profession, as in most sciences, dramatic changes seem to occur regularly as new techniques and methods are developed. Our commitment to you is to keep abreast of the progress in current techniques with the highest degree of professional skill and ability. With dedicated staff members, we work hard to answer questions fully and care for your dental needs

Dental care is now so thorough, that if patients do their part, they may keep their natural teeth for a lifetime. We also now have at our disposal, many new techniques such as porcelain veneers, bleaching and bonding that can improve your appearance as well as their function.

Conservation of your time and dollars

In the interest of conserving our patient's time, we will try to complete treatment in as few visits as possible and make every effort to remain on schedule. We feel that our patient's time is valuable and you can expect us to be prompt. We have convenient appointment times available for you.

We feel that it is our responsibility to inform all patients of the cost required for various treatment plans and to offer assistance in arranging payment, before we start care.

Your First Visit

Your first visit with us typically includes an x-ray that allows your dentists to view the structure of the jaw, the position of any teeth that have not yet erupted, malformed roots, and tooth decay.

The initial visit also involves getting your medical history. When you share your medical history with your dentist, be sure to provide complete, up-to-date information on your health.

Consultation

After the doctor has evaluated your records, he will discuss any following treatment with you in detail, including the cost for your particular case, and address any concerns you may have.

Hours of operation

Monday and Wednesday 8:00am to 5:00pm
Tuesday and Thursday 8:00am to 7:00pm
Friday 8:00am to 2:00pm

Regular appointments

Regular check up appointments typically takes 45 minutes. Patients are seen by appointment only. We make every effort to be on time for our patients, and ask that you extend the same courtesy to us. If you can not keep an appointment, please notify us immediately.

We schedule six month cleaning appointments in advance, to reserve the most convenient appointment time for you.

We provide courtesy confirmation calls prior to all appointments. If we are unable to reach you, we will leave a message, whether at home, work, or cell, with a person or by voice mail. If we are unable to confirm your appointment, it will be subject to cancellation, as we have a list of patient requesting appointments.

Broken appointments

When we make your appointment, we are reserving a room for your particular needs. We ask that if you must change an appointment, please give us at least 24 hours' notice. This courtesy makes it possible to give your reserved room to another patient who would like it. We feel that our patient's time is valuable. When your appointment is made, a room is reserved, your records prepared, and special instruments are readied for your visit.

There is a charge of \$25 for not showing up to a scheduled appointment or an appointment cancelled with less than a 24 hour notice. Repeated cancellations or missed appointments will result in loss of future appointment privileges. Patients with multiple broken appointments may be required to make a down payment to hold their future appointment(s).

We have an after-hours phone service for your convenience.

Privacy Statement

Advanced Dental Center has created this privacy statement in order to demonstrate our firm commitment to privacy issues. ADC does not provide individually identifiable information to third parties. ADC will not, under any circumstance, reveal a patient's identity to marketers. All website visitors or patient information gathered in any form may be used for our marketing effort and remain secure and will not be given away or sold.

Payment and Pricing Policy

The cost of treatment depends on the severity of the patient's problem. You will be able to discuss fees and payment options before treatment begins. We have payment plans to suit different budgets. We also accept assignment from most insurance plans, and file the necessary papers to the insurance company. We work hard to make dental care affordable and to make sure that you realize your insurance benefits.

We accept the following credit cards: Visa, Master card and Discover.

Returned check policy

There is a \$30.00 fee for all returned checks. We participate in the Worthless Check Program.

Insurance Notes

If you have insurance, we will help to determine the coverage you have available. Professional care is provided to you, our patient, and not to an insurance company.

PLEASE UNDERSTAND that we file dental insurance as a courtesy to our patients. We do not have a contract with your insurance company, only you do. We are not responsible for how your insurance company handles its claims or for what benefits they pay on a claim. We can only assist you in estimating your portion of the cost of treatment.

We at no time guarantee what your insurance will or will not pay on each claim. MOST IMPORTANTLY, please keep us informed of any insurance changes such as policy name, insurance company address, or a change of employment.

Insurance

For those patients with dental insurance, we will gladly submit claims on your behalf. However, we can not guarantee any estimated coverage, as the insurance policy is an agreement between you and your insurance company.

- *no insurance pays 100% of all procedures**
- *benefits are not determined by our office**
- *deductibles and co-payments must be considered**
- *your estimated co-payment or co-insurance is due the day treatment is initiated.**
- *we do NOT participate as preferred providers with most dental health insurance carriers.**
- *patients are ultimately responsible for payment of all treatment charges.**

Non-Insured Patients

Payment for treatment is due at time of service. We accept cash, checks, Visa, Master Card and Discover.

Customer Testimonial and Photo Release

Share your success stories with others, so they too may benefit. I hereby authorize Advanced Dental Center, PA to use my testimonial and/or photo(s), without charge, for promotional purposes in publications, marketing, webpage's, or in other formats. The content of your testimonial/photo will not be altered in any way. Your testimonial/photo will not be used for endorsement by any other business or company without your express written permission.

Children

We welcome children for their first examination at around age 5. Positive experiences and regular preventive visits during the early years are crucial for proper development and good oral health in adulthood.

Referrals

We strive hard to do quality work, and to ensure that all of our patients are happy with their dental care. We appreciate any referral provided and offer a \$25 Care to Share credit to those accounts who refer patients to us.

Patient Safety

To protect our patients and ourselves, our staff wear masks, gloves, and protective glasses, as well as clinical lab coats. We strictly observe all Occupational Safety and Health Administration (OSHA) guidelines. All instruments are cleaned, disinfected and routinely sterilized as recommended by the American Dental Association and the Center for Disease Control. Whenever possible, disposable, single- use items are used to ensure your safety. Hand pieces (drills) are sterilized with a state-of-the-art sterilization unit specifically designed for this purpose. All surfaces in the treatment rooms are cleaned and disinfected after each patient.

Patient Comfort

You are not alone if you feel anxious about a visit to the dentist. We understand and share your concerns and strive to make every dental visit comfortable. If there is anything else we can do, let us know.

Thank you

We thank you again for the confidence you have placed in us. We are complimented that you have chosen us to serve you. You may rest assured that we will do everything in our power to make your visits and those of your family and friends as pleasant as possible.

Please sign and bring with you to your visit, we will place a copy in your folder.

Patient signature date

Office staff signature date