

WELCOME!



OUR STAFF

We are pleased to welcome you to our dental practice. Our dental team uses every means to make receiving dental care a positive and pleasant experience. We are committed to providing you with the highest quality oral health care in the most gentle, efficient, and enthusiastic manner.

OUR PURPOSE

We believe that the foundation of good dental health is prevention. We believe in the theories of Modern Dental Care which do not support the old premise of "When it hurts - fix it." We strive to help our patients control the process of tooth decay and to prevent gum disease (gingivitis). This can be achieved through your interest and cooperation, along with our guidance and dedication to your oral health care.

"Plaque" hardens and becomes "tartar", which can only be removed by a certified dental hygienist.



Regular professional dental cleanings and exams will be recommended for all patients based on individual treatment plans.

X-rays will be recommended as needed for a complete diagnosis. Please ask for a copy of our x-ray information sheet.



In addition to Dr. Meyer, you will meet the other members of our dental team. Our hygienists are available for your professional cleanings. Our assistants will assume responsibility for various aspects of your treatment. Front desk and business office personnel are able to help plan your appointments according to your personal treatment plan, and are familiar with processing your dental insurance claims. Please feel free to direct your concerns and questions to any of our trained staff members.




YOUR APPOINTMENTS


Your appointments are scheduled very carefully to assure that you will be seen as promptly as possible and that sufficient time is allotted for every patient's procedure. Since we have so carefully scheduled your treatment time, we appreciate your arriving on time for your appointments. Also, due to our careful scheduling, we require 48 hours advance notice for unavoidable rescheduling of your appointment, especially those made for early mornings and late afternoons - which are considered "prime time" slots. A broken appointment fee will be charged to accounts for repeatedly missed or canceled appointments where sufficient advance notice is not given. (Please refer to our Financial Policy.)



EMERGENCIES

We make a sincere effort to  see our patients during times of emergency as soon as possible. Your dental emergency may require an exam, x-ray, medication, and/or continued care. We want to alleviate your immediate discomfort— please keep in mind that your final treatment may need to be scheduled for another date. If you have an emergency during a time when our office is closed, our answering machine will direct you to leave a message, then, if necessary, to call our emergency phone, or call St. James Emergency Room.

PAYMENT POLICY, INSURANCE and BILLING

At your first visit, in addition to completing your "Patient's Health And Dental History" form, you will be asked to read and sign our "Financial Policy". This form explains to all of our patients *the billing process only* of this office.  Please be aware that we are willing to work with our patients in order that all may receive the most appropriate dental treatment. We can offer fair payment options, including a discount of a certain percentage for some of the more extensive and costly procedures.

IN CLOSING...

Thank you for taking the time to become familiar with our office policies. We look forward to building a positive dental relationship with you and your family, and friends.

Sincerely,
John P. Meyer and Staff