

## **Our Commitment to Your Dental Health**

We consider ourselves your dental consultants. Our role is to discover your needs, wants and desires, combine these with our dental services and provide you with a solution. We will take into consideration your goals, health concerns, functional issues and cosmetic desires. In doing so, we create a **Personalized Dental Plan** for you that we will refer back to at each of your visits. We can alter or sequence it to accommodate your specific needs.

### **Patients in our practice receive the following benefits:**

- Access to the best materials and laboratories in the country
- Interaction with a friendly, highly-trained staff
- A team (and Dr) that has time to sit and talk with you
- One of the most technologically equipped practices in the world
- Flexible payment plans (upon approval)
- Home and cell phone numbers of Dr. Green and the staff for 24 hour emergencies
- Dr. Green's pager for 24 hour emergencies

***This is our commitment to you.***

## **Your Commitment to Your Dental Health**

Exceptional dentistry takes commitment from both you and us. **This relationship involves teamwork.** Just as we place high standards on ourselves, we ask the same from our patients.

### **Communication:**

We want to know how you feel about all aspects of your experience with us. We are going to develop a Personalized Dental Plan for you and expect you to tell us honestly how you feel about it. If you wish to not proceed with your treatment, that is fine with us; we just need to know and plan for it.

### **Time:**

We stand alone in the medical/dental community by seeing one patient at a time and always being prompt. While we understand that emergencies do arise, we choose not to work with patients who have missed three appointments in our office. Reserving time in our office is a privilege you will want to guard.

### **Finances/Investment:**

You've noticed our office is different. Please don't be surprised when our fees are higher than those of an average dental office. We could not offer the level of technology and service we do without it. Because of this, **we have designed payment arrangements that are comfortable and convenient** so cost is rarely a concern.

For our patients with dental insurance coverage, we will be happy to assist you in the filing of your claims. We have found that **insurance companies do not have your optimum dental health in mind** and it is for this reason that we do not let them interfere in our relationship with you.

### **Referrals:**

We enjoy working with patients just like you! The only problem is, our dentistry is considered permanent once you are fixed, you are fixed! **We ask that whenever you have the opportunity to mention our name to your family and friends that you do so.** We promise to provide them with the same exceptional dentistry.

***This is your commitment to us.***

## **How We Help You Manage Your Dental Health**

Creating a Personalized Dental Plan that will help you to manage the road map to your dental health. While an average dentist will look at one tooth at a time, we prefer to be proactive and look at your mouth as a whole allowing you to predictably plan your dental future.

There are several steps involved in creating your personalized dental plan.

- **Consult:** We get to know you and your needs/desires and you are exposed to our practice and on how we can help you.
- **X-rays/comprehensive examination:** Providing exceptional dentistry takes the proper diagnostic tools. The standard set of x-rays isn't enough for us. We use digital x-rays, models of your teeth, and tests to check the health of your gums and bite. We will examine your gums, teeth, bite and address any cosmetic concerns you may have.
- **Proposal of your Personalized Dental Plan:** We will present your Personalized Dental Plan to you and discuss your options with you.
- **Financial Arrangements:** Because exceptional dentistry is an investment in your dental health, we have designed convenient, comfortable payment plans if needed. You will always know the cost of your treatment prior to committing to it.
- **Maintenance:** Now that your Personalized Dental Plan is complete, maintenance is key. Frequency of cleanings and periodic x-rays is different for every patient. We will set up your maintenance schedule and assist you in keeping it.