



## Office Policies

### Our Philosophy of Care

Dr. Roozendaal and his staff believe that you deserve the best. At Warmland Dental, we look beyond the obvious effects of dental problems and search for their cause. This way, future problems are minimized and less dental care is required overall. We will help you understand what leads to problems so you can understand why treatment may be required. You may hear us discuss things that have not come up at your previous dental appointments as we tend to look at the big picture for your benefit.

### Estimates for Dental Treatment

At Warmland Dental we will make every attempt to estimate your treatment costs accurately. However, there can be circumstances which may make that impossible. The practice of dentistry is not an exact science and it would be irresponsible for us to claim otherwise. With thorough diagnostics, we strive to keep the unknown to a minimum. Our estimates sometimes include procedures that may become necessary but which are not readily apparent at the time of examination. During the course of treatment there may arise the need to perform additional procedures to attain our goals. It is our aim to keep you informed each step of the way through your treatment.

We want you to be impressed and pleased with our services and the way we do business as we gain many good referrals from pleased patients. Therefore, we aim to hold true to our treatment plans and provide patients with sound, long lasting beautiful teeth. We are accountable for the treatment that we provide, but there are powerful patient factors beyond our control which can have a drastic effect on the longevity of our treatments. We make every effort to minimize these occurrences and educate our patients to avoid adverse effects.

Before any treatment begins, you should understand why it is being offered, the benefits of undergoing treatment, the possible risks and your financial obligations. If you are unsure about any of these, let us know. We want you to be a partner in your treatment and have a full understanding of why you are here.

### Estimates for Hygiene Treatment

Many of our patients have dental insurance which covers most of their basic services. When it comes to hygiene services (teeth cleaning) different people require different amounts of cleaning. Your dental plan, which was negotiated through your employer, does not take this into consideration. Sometimes, the amount of cleaning required exceeds either the amount or frequency that the dental plan allows. We will do our best to predict this. However, we don't prescribe services based on dental plans. We prescribe treatment based on the needs of the individual patient.

## **Preventative Care**

Dentistry is as much about prevention as it is about restoration. Only through a continuing care program can you keep your teeth looking and feeling good. After restorative treatments have been completed, it is vitally important to come back to the office for continuing care appointments to avoid problems in the future. The frequency of these appointments can range from every three months to yearly depending upon patient factors.

If you feel that you do not want to attend our office for continuing care that is your choice. However, if you make this decision it becomes impossible for us to prevent future problems. If you have a dental emergency and have attended our clinic for regular continuing care appointments we will make every effort to fit you into our schedule on the same day. For patients who let their regular care lapse, we will see you as soon as possible, but will not disrupt our already full appointment book.

## **Scheduling and Appointments**

We will make every effort to accommodate your schedule when booking appointments and will confirm your appointment by the method of your choice. We understand that sometimes unforeseen circumstances lead to missed appointments. However, our policy is as follows:

A \$75 charge will be applied to missed or cancelled appointments without two business days of notice. Cancellation of an appointment must be received by telephone during business hours. We do not accept cancellations by email and our phone system does not take messages after hours. For example, since we are closed Fridays and you have a Monday appointment, changes or cancellations must be made no later than the previous Wednesday.

## **Financial Practices**

We have spent a great deal of time, effort, education and expense to create an environment that will provide our patients with the best possible dental care and experience they could have. We have established our fees to reflect the value that we bring our patients based of our aim for excellence.

You will be advised of the fee for each procedure prior to starting treatment. As a professional courtesy, we will submit your claim for you to your dental insurance company. However, we request full payment for procedures at the time of treatment.

Dental Insurance companies limit our access to your personal information. Due to this, it is your responsibility to know your coverage details. Important aspects are yearly limits, recall frequency limits and percentages of coverage. Percentages of coverage are based on the British Columbia Dental Association Fee Guide. Due to our investment in advanced technology and techniques many of our procedures are above this guide.

Comprehensive dental procedures sometimes come with a financial obligation that patients can't afford in one lump sum. For services over \$1500 we can set up a payment plan that may suit your needs.

If you have questions about our financial practices or any other aspect of our office policies, please contact our office for clarification. We would be happy to provide you with further information.