

## **Welcome to the MAHEC Dental Health Center!**

*We are a General Dentistry Practice that also supports a one-year Advanced General Practice Residency. All of our doctors are dental school graduates. We provide a complete range of dental care with only the most complicated cases referred out. Our fees for services are very competitive with other practices in this area. Please sign at the bottom of this page to acknowledge that you received this form and understand each policy, and date the form beside your signature.*

**Appointment Times:** We ask that all patients arrive 15 minutes before their appointed time in order to update records and verify dental insurance.

**Appointment Confirmations:** Failure to confirm your appointment via text message or phone call through our automated reminder system at least 24 hours in advance will result in an appointment cancellation (broken appointment).

**Emergency Appointments (Regular Business Hours):** If you are experiencing a dental emergency, please call the office after 8:15am. We will contact your doctor and make every effort to address your emergency situation as quickly as possible.

**Pediatric Appointments, Minors/Guardians:** Children are able to receive treatment at our facility, however children seen are required to be able to be seen by the doctor in the back on their own. Parents will be consulted after the exam or treatment is completed. If you are filling out paperwork or making treatment decisions for another individual, please indicate your relationship to the patient and provide legal documentation.

**Unattended Children:** Please do not bring children to the dental center unless they have an appointment or a caretaker. For safety reasons, children are not permitted to accompany patients in the treatment areas and cannot be left unattended in the waiting room. The Dental Health Center and staff will not be able to monitor children.

**Patients Only in Clinical Areas:** In order to provide the quality of care and the privacy we believe our patients deserve, we ask that spouses/parents/guardians remain in the reception area while treatment is in progress. This allows the doctor and clinical team to provide undivided attention to the patient. We are always glad to answer questions before, during, and after the procedure.

**Supplemental Records and Use:** I consent to photography, video recording, and x-rays of my oral structures as related to these procedures, and for their education use in lectures or publications, provided my identity is not revealed.

**Radiographs:** If you have had dental x-rays taken recently at another office, please request that copies be sent to our office before your appointment. Dental radiographs are needed to aid the dentist in assessing your oral health. Our office is equipped with the most modern and safest digital x-ray technology.

**Medications:** Please bring a list of current medications that you are taking with you to your first appointment and every appointment thereafter if there are new prescriptions or changes in dosages.

**Estimated fees:** Any fees quoted over the phone are estimates and not a guaranteed price for treatment. Written treatment plans and insurance estimates will be given before treatment is rendered.

**After Hours Service:** Our Dental Office hours are generally from 8:00AM to 5:00PM, Monday through Friday. If you have a true dental emergency after hours; swelling, bleeding or facial trauma, please go to your nearest Emergency Department. You may also reach our on call doctor after hours at (828) 777-8925.

**Patient/Guardian/Parent Signature:**

**Date:** \_\_\_\_\_