

WELCOME TO BAY COLONY DENTISTRY

Thank you for choosing us for your dental care. Bay Colony Dentistry provides general dentistry for patients from one to one hundred years old in the oceanfront area of Virginia Beach. We are committed to using state of the art equipment, instruments, dental materials and techniques to help you preserve your teeth throughout your life. It is the intention of all personnel in this office to provide for your dental health needs as thoroughly and efficiently as possible. We therefore wish to acquaint you with the customary sequence of procedures followed in caring for the new patient in our practice.

THE FIRST APPOINTMENT

The initial appointment is spent conducting a thorough comprehensive examination. It includes a blood pressure screening, a review of your medical and dental history as well as any current medications you may be taking. Additionally, your mouth will be examined and the current condition of your gums and teeth will be charted in your electronic dental record. Digital x-rays, which reduce your exposure to radiation, will be taken along with a series of photographs. This information will be reviewed so we may accurately assess your dental needs. We think you will agree that the examination appointment is time well spent.

PREVENTATIVE ORAL HYGIENE APPOINTMENT

After your examination, you will be ready for the preventative and oral hygiene session. At this time we will discuss the latest scientific literature, products and techniques regarding the care of your teeth and gums. Specific approaches will be recommended based on your individual needs. Your teeth will be cleaned by a professional who is dedicated to you receiving maximum longevity from your natural dentition. This program is clearly one of the most valuable services we offer our patients.

After your preventative appointment your current dental health and treatment recommendations will be discussed. Immediate needs as well as long-term objectives will be outlined. Again, our recommendations will be based upon the goal of you receiving maximum longevity from your natural dentition. An estimate of the approximate costs of treatment will also be made at this time. We encourage you to ask any questions you have concerning your dental care.

FINANCIAL ARRANGEMENTS

Payment is expected when treatment is rendered. We accept cash, check, debit cards, Visa, MasterCard, Discover and American Express. For patients with extensive dental treatment needs, we accept Care Credit financing. An application for Care Credit can be downloaded from our website or provided by our Financial Coordinator. We are sensitive to your financial circumstances within the framework of sound business practices.

We participate in nearly all bonafide dental insurance plans and are eager to help you with your claims. In this regard we would like to offer the following tips:

1. Please bring a **photo ID** and your current **dental insurance** card.
2. Co-payment is expected at the time of service. You are responsible for any amount not covered by your plan.

Our goal is to make your visit to our office as convenient and comfortable as possible. We sincerely value your patronage and hope you will recommend us to your family and friends. If at any time you are in doubt about any treatment fee or service, please discuss them with us promptly and frankly. We will make every effort to avoid a misunderstanding, to rectify an error and to preserve a friendship.

TREATMENT PROCEDURES

There are many new advances in treatment procedures, specialized services and new products. As an example, **Cosmetic Dentistry** includes whitening your natural dentition and using white filling materials to restore decayed portions of your teeth or to close gaps or spaces between your teeth. In office whitening as well as take home whitening are two very effective cosmetic procedures that are regularly available at Bay Colony Dentistry.

Bay Colony Dentistry also offers **endodontic** (root canals), **oral surgery** (extractions), minor **orthodontic** (Invisalign), **pedodontics** (children's dentistry), **periodontic** (gums and bone treatments), **prosthodontic** (crowns, bridges, implants and dentures) and **restorative** (fillings) services as well as protective **mouth guards** for sports and bruxing (teeth grinding).

We believe in providing a pleasant dental experience for all our patients but we are especially proud of our ability to provide a **fun oral health care foundation and dental home** for our **pediatric** patients.

CONTINUING CARE VISITS

Upon completion of your dental treatment you will be able to schedule your continuing care treatment. These appointments include an exam to review your current oral health, a preventative cleaning and a fluoride application. Our goal is to prevent minor dental needs from becoming big or expensive problems. Preventative dentistry is the best and least expensive dentistry, but it can easily be overlooked in our busy fast paced lives. Please don't miss these periodic exams and preventative cleaning services. If you think you are overdue for this important service, please call us and we will verify it for you.

EMERGENCY VISITS AND AFTER HOURS CARE

Unfortunately, accidents causing trauma to the teeth can happen at the least convenient times. Delaying dental preventative treatments and care can result in odontogenic (tooth) pain and infection. If you are *not a patient of record* at Bay Colony Dentistry and your first appointment with us is due to pain or infection, we will provide a limited exam to diagnose the source of pain and/or infection and recommend treatment alternatives. Payment in full for this limited exam and necessary x-rays must be made *prior* to services being rendered. Patients of record at Bay Colony Dentistry are expected to pay when services are rendered.

After hours and weekends, all calls to our 757-321-1300 phone number are forwarded to the doctor's on call cell phone. If your call is not answered immediately, please leave a message with your name and phone number. Most calls are returned within the hour. Calls after 10 PM will be returned the next morning after 7 AM. Emergency care after normal office hours is available; however, patients will be charged a \$200 fee in addition to the normal fees for the services provided. Patients may seek emergency care at their local hospital.

PAST DUE ACCOUNTS

Insurance claims are submitted promptly and most insurance companies pay within 30 days of receiving an electronic claim. If insurance payments are not received within 30 days, then patients will be billed the balance. A 1.5% monthly service charge will be added to any account balance that is remaining after 30 days. Accounts not paid by the due date will be billed and a \$5.00 rebilling fee applied to the account balance. Accounts 60 days past due will be turned over to a collection agency. You are responsible for all collection fees (55% of balance) and 100% of all legal fees.

I have read the Financial Policy. I understand and agree to this Financial Policy.

Signature of Patient or Responsible Party

Relationship to Patient

Date