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### **How quickly can I expect to receive emergency care?**

If you call with an emergency situation, you will be offered an appointment that same day.

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### **What are your infection control standards?**

We meet or exceed all infection control/OSHA/CDC guidelines. Everything placed in your mouth is either sterilized (autoclaved) or disposed of. Treatment rooms are thoroughly disinfected prior to the next patient.

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### **Will I have to wait for an appointment?**

We have three full-time dentists and two full-time hygienists, so we can accommodate most scheduling requests. We encourage all of our patients to make their next appointments before leaving, thus ensuring a convenient appointment time.

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### **How are insurance claims dealt with?**

All insurance claims are transmitted electronically and tracked on our patients' behalf.

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### **What if I have a problem that requires a referral to a specialist?**

We have close professional relationships with many of the most respected specialists in their fields. Our patients receive top scheduling priorities in their offices. We are able to email X-rays, photos and notes to specialists on your

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behalf. We are in continuous communication with these specialists on your behalf to coordinate your dental care.

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**What ages does your office treat?**

We treat patients of all ages.

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**Will the quality of the care that I receive be limited by the amount of insurance that I carry?**

We will ALWAYS recommend treatment based on your needs, not on how payment is being made.

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**How knowledgeable is the staff?**

All staff members attend continuing education regularly.

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**What types of technology are employed in your office?**

All of our X-rays are digital (less radiation exposure). We take intra-oral photographs that are incorporated into your chart, which are paperless.

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