

## **Our Office Policies**

Our Office Hours are from 8 to 4, Monday to Thursday, 8 to 3 on Friday. If you have an emergency outside of office hours, our answering service will provide you with the emergency referral number. An emergency during office hours will be seen as soon as possible. We will make you comfortable and schedule a follow-up appointment for the necessary treatment if we are unable to do the treatment at that time.

Your appointment is a time reserved for you. We make every effort to keep our schedule on time. Our receptionist has complete charge of appointments in this office. When you need to change an appointment, 48 hours advance notice is required. If we are running late in our schedule, we will inform you and if necessary, reschedule your appointment

### ***PAYMENT POLICIES***

The fee for treatment is payable at the conclusion of each appointment by Visa, MasterCard, debit, cash. When extensive treatment is necessary, we will provide you with a treatment plan and an estimate of fees prior to treatment. Payment policies and financial arrangements will be discussed at that time. Please feel free to ask about our fees or your dental treatment at any time. Our staff is very capable, knowledgeable and courteous and would be happy to answer any questions you have.

### ***PREVENTIVE RE CARE PROGRAM***

At the end of your treatment, you will be placed on our Preventive Recare Program. This will minimize the need for extensive dental treatment in the future. On this program, you return on a regular basis for a re-examination and cleaning and polishing of your teeth. The frequency will be determined by your oral health and your oral hygiene routine at home.

### ***CHILDREN***

Parental approval of the dental treatment is necessary. We recommend that parents wait in the reception room during treatment except for the consultation.

### ***INFECTION CONTROL***

We follow a strict infection control routine to protect our patients. We use current barrier techniques including gloves, masks, protective eye glasses and the most advanced sterilization techniques for our instruments.

### ***OUR DENTAL STAFF***

Our staff is a carefully selected group committed to providing you with the best in dental care. Our chair-side assistants are all certified Level I or Level II Dental Assistants. Our Dental Hygienists are all registered with the College of Dental Hygienists of Ontario and together have over 40 years of experience.

Thank you again for choosing Meadowbrook Dental Centre.