

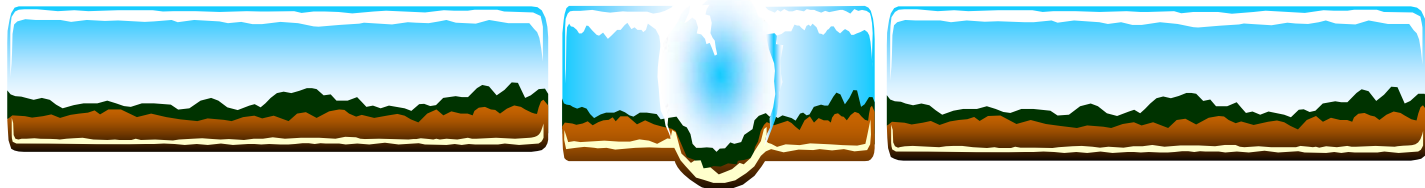
Dear New Patient,

Welcome to our practice! We are pleased and excited to have met you today. New Patients are very special to us and we know your experience with our practice today and in the future will reflect this.

Our new patient comprehensive examination does require an unusual amount of time, but we feel that it is worth the investment. It is important to us that you are well informed about your oral health, and that we also have the opportunity to gather as much information as necessary to make an accurate diagnosis. This will help us to select the best suitable treatment plan for you.

We know that this appointment will be as educational for you as it always is for us. Our staff is well qualified to help answer any questions you may have regarding our practice philosophy and/or office financial/insurance policy. Please do not hesitate to bring us your concerns and questions.

Thank you for this opportunity of allowing us to get to know you and be of service to you. We hope that this will be the beginning of a long and mutually rewarding relationship for both you and our dental team!!



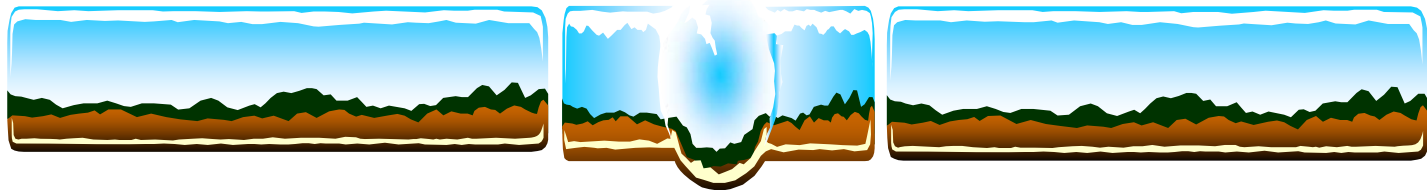
Appointment and Scheduling

Please remember that once an appointment has been made, this time has been reserved especially for YOU! We request 24 hours for cancellation of an appointment of one hour or less. More lengthy appointments require a 24-36 hour minimum notice of cancellation. Please note that there is \$50.00 charge for broken appointments not cancelled within 24 hours.

Your time is valuable to us, so we try to stay on schedule and most of the time we do. We ask that you help us to do this by arriving at least 5 minutes before your appointment. In order to keep the office operating on time it may be necessary to reschedule your appointment if you are 15 minutes or more late. Despite our best intent, treatment emergencies do on occasion arise in our schedule, causing unavoidable delays. We will apprise you of any such circumstances at the earliest possible opportunity to avoid any inconvenience for you.

OFFICE HOURS

<i>Monday</i>	<i>7:30am – 6:00pm</i>
<i>Tuesday</i>	<i>7:30am – 6:00pm</i>
<i>Wednesday</i>	<i>7:30am – 6:00pm</i>
<i>Thursday</i>	<i>7:30am – 6:00pm</i>

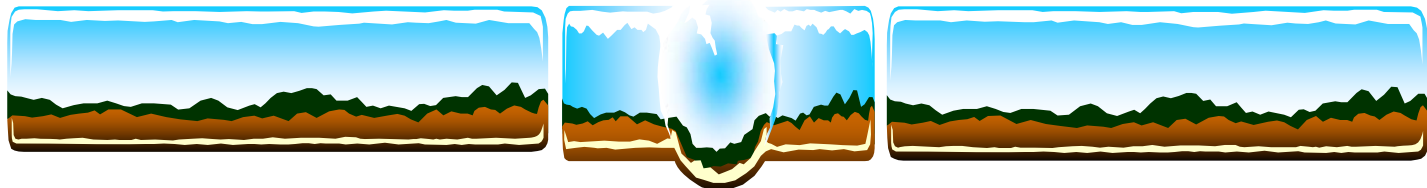


OUR HYGIENE PROGRAM

In our office, your periodontal health is of the utmost importance, since the long-term condition of your teeth and any restorative treatment depends on stable, healthy gums, and supporting bone. Each patient's periodontal diagnosis is unique and we believe strongly in the design and implementation of a program that will most effectively address those individual's needs.

Your hygiene visits will usually consist of a periodontal history and evaluation in which the health and positioning of your gums are determined and recorded. The evaluations combined with your updated x-rays that are needed on an individual basis provide us the information necessary to make an accurate diagnosis. Also, at this visit, your home care habits will be assessed and discussed and modifications may be suggested. Finally, an initial cleaning will be accomplished. Depending on the results of your periodontal evaluation and the amount of tartar and stain accumulated, this may be the only cleaning appointment necessary for some patients. It may be recommended for others, however, that additional hygiene treatment or even a referral to a periodontist (specialist in gum problems) may be necessary. A financial estimate will be given for these extended treatment plans.

Your doctor and hygienist will discuss your diagnosis, prognosis and periodontal treatment plan with you. They will make recommendations for your next hygiene maintenance visit. This may range from a two-month interval to even one year.

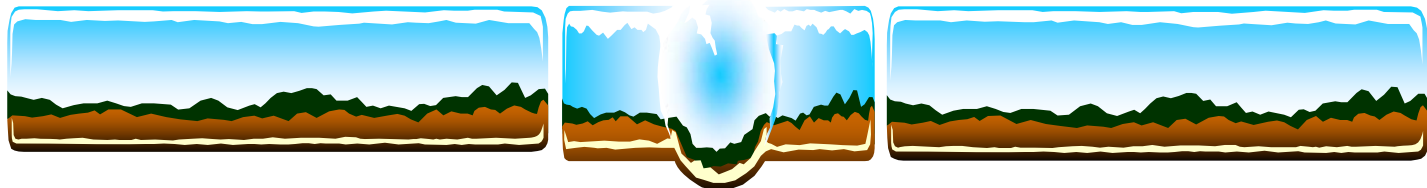


OUR HYGIENE PROGRAM

Again, this is tailored to your individual needs and may be altered at future visits depending on your progress. It is important to make this next appointment before you leave in order to insure continuity of care.

All recommendations are made in order to help achieve your optimum periodontal health, so that you may enjoy your teeth for a lifetime. We realize that many of our patients are covered by insurance plans, which place limitations on the amount and frequency of dental care. We, however, care most about YOU and our first consideration has to be what is best for you. We do, therefore recommend treatment without regard to insurance coverage. If this raises a financial concern for you, please advise us so that financial arrangements may be discussed before treatment is rendered.

As noted we place great emphasis on prevention and our highly qualified staff takes pride in providing the best available care. We will gladly answer any questions you may have!



INFECTION CONTROL

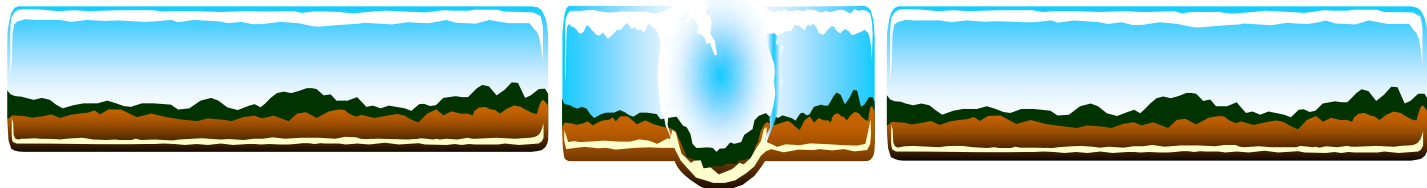
Since infection control and sterilization in the dental office is of great concern to all of us, we want you to know how committed we are to your safety, health and protection in our practice.

The staff in our practice participates in continuing education for infection on an ongoing basis and all personnel with any type of patient contact have been vaccinated against the more common strains of hepatitis.

In the treatment area we routinely wear gloves, masks, and glasses. Gloves are changed not only when a different patient is contacted, but frequently during a lengthy procedure on the same patient. Besides the numerous disposable items used and discarded after each patient, the treatment chairs are wiped down with a bacteria killing solution, as well the counter tops are also wiped down with the solution. All of the burs (cutting instruments) used in the hand pieces and the hand pieces themselves are heat sterilized after each patient.

Many safeguards also go on behind the scenes. All instruments are placed into an ultrasonic (vibrating) cleaner containing a bacterium killing solution. The instruments are then sterilized at high heat in an autoclave that is routinely tested by an outside licensed testing facility to be sure that all bacteria are killed. The few instruments that cannot be safely autoclaved are placed in a bacterium killing (government tested) solution for a minimum of 10 hours. Trash that is in any way considered contaminated is disposed of separately.

We want to assure everyone that we are committed to providing the best quality dentistry for a reasonable fee while providing the best possible protection for patients and staff against disease and illness. We will continue to be on the leading edge in available dental procedures, materials and patient protection, and we appreciate your understanding in support of our efforts to provide oral health in a safe environment.



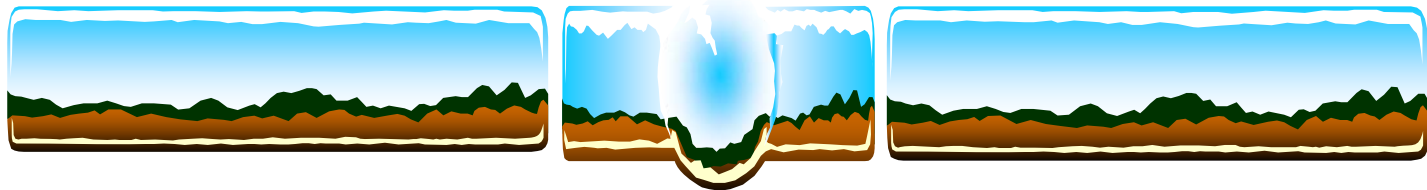
AMALGAMS VS.COMPOSITES

Sometime around the end of the year 2000, I made the conscious decision to restore teeth using tooth colored adhesive composite type material (plastic fillings) and refrain from using amalgam (silver/mercury) type fillings whenever possible.

This decision was based on a combination of scientific evidence, patient's concerns about their health and safety, and aesthetic concerns. Over the last several years there have been numerous allegations that mercury from dental fillings is absorbed into the blood stream and often is retained in the body in small amounts in various organs. Enough evidence exists that the health ministries of Sweden, Germany and Austria have issued full or partial bans on the use of silver mercury fillings.

My feelings on the subject are: if the possibility exists, why risk a potential health problem? Tooth colored composite restorative material has no reported health side effects. In addition to the health concerns, people generally, want to look their best. If I can provide you with both excellent function and the best possible aesthetics, why not do so? I believe that tooth colored restorations fulfill the requirements my patients' desire.

The biggest drawback for composite restorations include the cost of materials, time involved and detailed attention to the techniques required for success. One other concern is that many insurance companies may pay only their usual and customary fee for a silver mercury filling to restore the same areas of the tooth. This is based strictly on the financial profit concerns of the insurance company rather than any of the health considerations. I feel that you as my patients, who have entrusted me with your oral health, would not want me to use any material in your mouth that I cannot say is completely safe.



FINANCIAL POLICIES

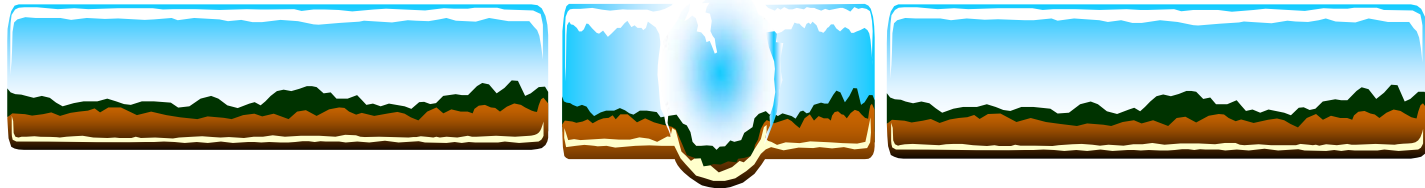
It is very important to us that every patient is completely informed not only of the treatment to be rendered in our office but also, the financial investment for that treatment. The fee necessary to complete a particular treatment plan is based on an estimate derived from your examination. Should any unforeseen problems arise as treatment progresses, this estimate may have to be revised. You will be consulted before any unexpected treatment is undertaken.

For our new patient, and those involved in extensive treatment, specific financial arrangements are usually discussed as part of a separate consultation visit. For those patients with limited (1-2 visits) treatment, please advise our staff if financial arrangements are necessary, otherwise, it will be expected that payment be made in full on the day of service.

For your convenience the following methods of payment are available in our office: cash, personal checks, VISA, Master Card, American Express, Citihealth, Care Credit and Discover.

Please note that the office tries to work with our patients regarding account balances. However if the balance is not paid prior to 60 days we charge a late charge of 1.5% per month and initiate collection efforts.

Also, please note that there is a \$35.00 charge for any returned checks.



DENTAL INSURANCE FACTS TO KNOW

Many of our patients and their families are covered by a dental insurance plan. We feel it is important for all of us to understand that professional services are rendered to a person not an insurance company. Thus, the insurance company is responsible to the patient, and the patient is responsible to the doctor for payment. As an added benefit to our patients we render treatment and submit to the insurance companies to supply to our office but we do expect patient portions to be paid on the date of treatment.

Please find below some facts we would like to share with you regarding insurance:

FACT #1 Many insurance companies utilize “alternative treatment options” which gives them the right to pay for a less expensive procedure to be an acceptable alternative.

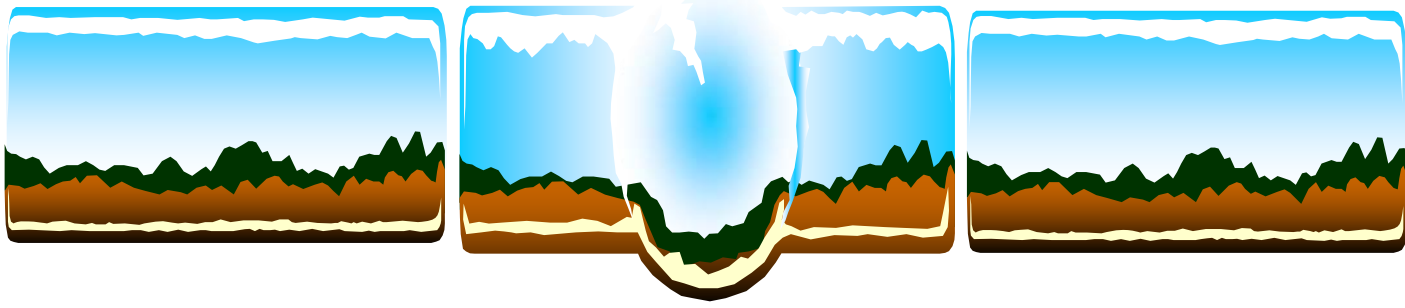
FACT #2 Dental insurance is never meant to be a “pay-all” but rather to be a financial aid.

FACT #3 Many plans tell patients they are covered for “80% to 100%” but do not explain that this percentage payment is based on a fee schedule that often is not published or given to anyone outside the insurance company.

FACT #4 Many accepted and routine services are not covered by insurance carriers even if these procedures would save the insurance company money over the years.

FACT #5 Insurance contracts are actually between the patient and the insurance company not the dentist and the insurance company. It is therefore often beneficial for the patient to contact their employer or insurance carrier if a dispute arises.

Our staff prides itself on helping our patients maximize their benefits and we are always available for your questions. We are here to help. No question is too small. Feel free to ask our staff any question anytime you have one.



*Blue Diamond Dental PA
Dr. Vincent J. Daniels & the
entire Dental Team*

*Welcome
You to our Dental Practice*