



## SERVICES OFFERED:

- Orthodontic treatment
- Dental Implants
- Crown and Bridge
- Root Canal Treatments
- Tooth Whitening
- Orthodontic Treatment
- Scale and Polish
- Dental Fillings
- Child Dentistry
- Dental Extractions
- Acrylic and Chrome Cobalt Plated Dentures
- Wisdom Tooth Removal
- And many other procedures

## WHAT TO EXPECT:

- The first encounter with our services is usual when a client makes a telephone call to enquire or make a booking. Others prefer to come in person or send an email or sms.
- Our front desk secretary asks the caller for such information as: has the patient been attended to before at our surgery, whether they will be paying cash or using health insurance, their preferred time to come in etc. Their details are recorded manually in our diary.
- When they come in for their appointment they are expected to produce their health insurance card and positive identification.
- New patients (those coming for the first time) are then given registry forms and patient health history card to complete.
- After a few minutes a nurse comes into the waiting room to accompany them to the treatment room where they will meet their dentist or dental therapist. Occasionally the dentist or dental therapist may come into the waiting room to greet all seated patients.
- In the treatment room, the nurse assists the patient to sit into the dental chair.
- A brief medical and dental history is taken by the nurse and the dentist or dental therapist.
- A discussion on the chief presenting complaint usual follows the history interview
- An examination of the mouth, teeth and extra oral structures is done while the nurse takes down notes.
- After the examination a provisional diagnosis is arrived and communicated to the patient. Occasionally additional tests may be required, which often comprise tooth vitality tests, tooth mobility tests, pocket survey and imaging (x-rays). At the time of writing this information digital imaging/x-rays were being installed in all the surgeries. Sometimes a patient may be sent to the radiologist for bigger x-rays of the jaws and teeth.

- When a definitive diagnosis is arrived at, it is communicated to the patient as well as various treatment options and the costs involved.
- Payment options include health insurance, cash or a combination. Occasionally a credit arrangement is approved especially for orthodontic treatment.
- Emergency treatment such as root canal treatment, dental extractions, management of trauma is undertaken or started immediately while an appointment may be necessary for more elaborate treatment such as dental implants, orthodontic treatment, crown and bridge, aesthetic restorations, teeth whitening etc.

## FOLLOW UP OF REGULAR PATIENTS

- New patients are encouraged to give consent and register their email addresses and cell phone numbers at the reception so that reminders can be sent to them for regular checkups. This is a free service to all our clients of record. Every year an email reminder is sent to all our patients to encourage them to come for a checkup or go to the nearest dentist of their choice.