

**Dear New Patient,**

**Welcome to our practice.** We are looking forward to caring for your dental health needs. Before we get started, we wanted to share with you some of our service aspirations that we hope helps ensure you have a positive dental experience.

- ❖ ***Put you in control*** – We'll do our best to present recommendations as if we were treating one of our own family members. However, it is ***your decision*** if you want to do all, some, or none of the treatment recommended to keep your mouth healthy.
  
- ❖ ***Create a comfortable experience*** – We aspire to pay special attention to our patients' level of comfort through actively asking how you're feeling. Furthermore, we use various tools to ease potential discomfort such as nitrous oxide (laughing gas), numbing agents, and IV Sedation whenever necessary.
  
- ❖ ***Offer a one-stop shop*** – We have General & Cosmetic Dentists, Periodontist (gum & dental implant specialist), Oral Surgeon, and Endodontist (root canal specialist) on staff. Our capabilities span across periodontal, oral surgery, restorative, & cosmetic dentistry.
  
- ❖ ***Use latest proven technology*** – We use digital X-rays and intra-oral cameras with tablet PCs to help reduce the level of radiation you experience and make it easier for you to see what is going on in your own mouth.
  
- ❖ ***Work with your budget*** – It's part of our philosophy that quality care should be available to everyone. Insurance makes life easier. Each policy is different, but in general, insurance usually covers about 80% – 100% of simple care (cleanings, x-rays, periodic exams, etc.) and 50% of major work. Regardless if you have good, bad, or no insurance we'll work with your budget through accepting most credit cards or helping to arrange for dental financing.
  
- ❖ ***Provide convenient scheduling*** – We strive to provide an array of convenient times for appointments as we are open Monday through Saturday e.g., six days a week.

We take these goals so seriously that we ***blind survey our patients*** to measure how well we're doing and ***tie the results*** to our staff's performance evaluations! If we fall short of your expectations, please let us know. Conversely, if we do a good job, the best way to show us your appreciation is referring other people you care about to our practice.

Again, welcome. We all look forward to meeting you!

East Harmony Dental Staff