



Dear

Welcome to our practice! We sincerely appreciate you choosing us for your dental care and we look forward to getting to know you. We are pleased that you have chosen to visit us. If there is anything we can ever do to improve your experiences with us, please don't hesitate to ask.

This Welcome Packet includes several important documents to read and complete. Please remember to fill out the forms and bring them to your first appointment. You can also email or fax them back to us as well. If you have dental insurance, be sure to provide all requested information to assist us in the benefit verification process.

At this first visit, we will take time to discuss your dental goals and any concerns you have. We will then perform a comprehensive exam and take any necessary x-rays. If you have had recent xrays at another dental office, please request copies and bring them with you. If we don't have recent xrays we will need to complete a full set in the office. Insurance may or may not cover the xrays and if they are not covered the out of pocket expense can be up to \$231. We do our best to not surprise patients with unexpected financial stress, so if you have any questions about this, please call to discuss.

Our team is devoted to making your appointments as pleasant and enjoyable as possible. We take great pride in our ability to provide you with optimal dental care designed for your unique needs and desires.

The first step toward complete oral health is a thorough examination and diagnosis. We want our patients to make informed choices by fully understanding any problems. Dr. Henley will review your dental needs with you at this appointment or have you return for a second appointment to provide treatment consultation.

With information we gather, along with your personal goals, we can develop a customized dental plan together.

Thank you and we look forward to seeing you soon!

Beth Barnes, Office Manager

Dr. Allison Henley, DMD



(Please see below for Our Three Commitments to You)

We have three important commitments in our practice. We have put them in writing because, as a practice we promise to always fulfill these commitments to you as a valued patient. Dr Henley and our team realize that these commitments may be different from what you may have been accustomed to in other dental practices; however, we believe that they are necessary in building the trust that it takes for us to successfully work together.

Commitment to Treatment

Dr. Henley and our team will deliver the best dental care that we are capable of delivering to you and will always stay current with the most successful treatment options available. Our office setting and technology will aim to increase patient comfort and the efficiency of the appointment, while achieving a successful outcome. We will listen and focus any recommendations around your personal desires, concerns, and goals.

We ask that you care for your dental health to the best of your ability. Good daily home care is essential for dental health. Starting but not finishing treatment leads to more advanced disease which unnecessarily adds to your cost and limits the success of treatment. You can have great dental health by following through with your dental plan and home care.

Commitment to Appointment

We will reserve time especially for you in our schedule. We will give you our utmost attention and care and will rarely keep you waiting. An appointment scheduled in our office is a bond of trust that Dr. Henley and our team will be here to serve you and that you will be on time for your appointment.



Commitment to Financial Considerations

We have the responsibility to use our best professional care, skill, and judgment in helping you achieve your dental health goals. As a team we commit to give you up front information on finances; including cost, payment options, when the payment is expected (at or before time of service), and also any insurance coverage estimates. We will make every effort to ensure your dental care is affordable. It is the patient's responsibility to provide payment in full at the time of service unless other financial arrangements have been arranged.

For our patients with extensive treatment needs, we work with a lending institution that offers convenient payment plans and many are interest free. For your convenience, we accept Visa, American Express, Discover and Mastercard. For those that do not have insurance, we offer an in-house Dental Care Membership Program.

We look forward to meeting you! Feel free to ask questions of our staff. We are all here to help you.

Thank you again for choosing our dental practice.

Sincerely,

Allison Henley, DMD