

## O'Rourke Family and Cosmetic Dentistry

We are delighted to welcome you and your family to our dental practice. At your first visit we want to get to know you and will review your medical and dental history, as well as perform a detailed exam including digital xrays, an oral cancer screening, laser cavity detection, a periodontal assessment and clean your teeth. It is very important to give us all medical information, allergies, surgeries, including ***all prescription, over the counter, and herbal medications you are taking, as these can interfere with your dental treatment.*** At your initial visit, we will discuss our findings with you regarding your overall dental health and discuss any treatment you may need.

If you have current xrays less than a year old, we would like a copy of them before your initial visit. We have provided an X-ray release form on our website for you to send to your previous dental office to release these records to us prior to your first visit. Sometimes the X-rays that come from other offices are poor quality or non digital, so we may need take our own.

If you have current dental insurance, we would like this information ***before*** your initial visit so that we may provide you with an estimate and complimentary analysis of your benefits that you or your employer have purchased for you and your family. This information you need to provide to us is found on the **New Patient Health History form.**

Except for emergency situations, we schedule all reservations and confirm them 48 hours in advance, via phone/text/email. **If you are unable to keep your reserved appointment, we require 48 hours notice so we may offer this time for our other patients that we serve.** If your schedule becomes difficult to reserve a pre-appointed time, we can always put you on a last minute short appointment call list and call you when openings arise. Sometimes, many patients who travel for work, find that this fits with their schedules much better.

**For Parents of our younger patients: Please accompany your children to all dental appointments.** Please do not "drop them off". It is important that we are able to confer with you regarding their health history as well as consult with you regarding any treatment needed while they are here. We do allow parents to accompany small children to the working area, but ask that they return to the reception room after the child has been seated. Parents will be asked to join their children near the end of the appointment. For very small children (under 3), or children with special needs, we may ask the parents to assist. Remember, we need to develop a trusting relationship with your child and your cooperation and understanding helps us provide the best experience for them.

We look forward to meeting you and becoming your Partners in Dental Health.

What you can expect from us:

- \* Professional and quality dental care in an established family owned practice with your choice of two doctors, each with more than 20 years of dental experience, and several hygienists
- \* Access to emergency care for current, active patients of record
- \* Transparency in your financial commitment for your treatment needs with financial options
- \* Authentic treatment for you as an individual. This is not an insurance or corporate dental clinic.
- \* Honesty and Integrity in your caring for you as a person. You are more than a mouth. You are a beloved child of God. Because of this, it is important for you to know that your dental condition effects your overall health.

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What we expect from you:

- \* To Keep your reserved appointments with us. If you need to cancel or change an appointment, please give us at least 48 hours notice so we may serve others.
- \* To Honor your financial obligations for your dental care
- \* To be Honest and Accountable for your own dental health now and moving forward

Drs. Sean and Stephanie O'Rourke