



Restorative Dental Associates Office Policy August 1, 2013

PATIENT SATISFACTION

We strive to treat every patient with true respect and professionalism. We sincerely want *every* patient to be completely satisfied with the care they receive at Restorative Dental Associates. This is our first and most important policy for three reasons. First, it's the right thing to do. Second, it's how we would want to be treated. And, third, happy patients are the most effective form of advertising: we want you to send us your friends and neighbors!

BEST PRACTICES

We strive to use "Best Practices" in every aspect of the dental care we provide. We always utilize state-of-the-art materials and procedures to produce truly outstanding dentistry. All of our providers regularly attend continuing education courses to maintain our focus on "continuous improvement." We also follow ADA and OSHA guidelines throughout the practice to help ensure predictable outcomes as well as effective infection control.

EXAMINATION & TREATMENT

At Restorative Dental Associates, we want to understand your dental needs before we begin any treatment. On your first visit, we generally allocate a few minutes for you to meet the doctor. The purpose of this brief consultation is to obtain a good understanding of why you are visiting our office. Whether you are just looking for a new dental home or you have an ongoing dental emergency, effective communication is the key to successful outcomes. At Restorative Dental Associates, we are always ready to listen!

After understanding your dental needs, we will examine you and take any x-rays needed for an accurate diagnosis. Next, we will discuss our findings and make treatment recommendations. Then it's your turn to ask questions and make sure you fully understand any proposed treatment. Finally, we will ask for your approval before beginning any dental treatments.

While our approach to dentistry may sound lengthy, it really isn't. More importantly, the result of this step-by-step approach is an informed patient who is involved with their treatment, who is able to make better choices between treatment options presented and, ultimately, who is more satisfied with the care received.

Costs for any treatment plan will depend upon an individual patient's overall dental condition and their personal preferences. Every patient is unique. Our office is happy to arrange an appointment that's convenient to your schedule. Our financial coordinator can also discuss payment arrangements and, if applicable, give you an accurate estimate of what your insurance plan will cover.

APPOINTMENTS

Patients of Restorative Dental Associates are special people. We respect you and value your time. When we make an appointment, we reserve time for you with one of our doctors or hygienists. We never

double book appointments. Ordinarily, you can expect to be seated and to begin dental treatment within five minutes of your appointment time. On rare occasions, we may have an ongoing emergency and your wait time may be slightly longer. In a like manner, we ask you respect our time and present for your appointment on time. We do understand that the unexpected sometimes happens. However, if it looks like you may be late for your appointment, please contact our office. If you will be more than ten minutes late for your appointment, we may ask you to reschedule. In addition, if you cannot keep your scheduled appointment for any reason, please contact us as soon as possible. “No shows” or appointment cancelations within twenty-four hours are subject to a \$35.00 administrative fee. Patients who “no show” for an appointment twice will be dismissed from the practice.

FOR MORE INFORMATION

If you need more information about our office policies, please call or visit the office during our normal office hours. Thank you.

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