

Experience the Difference at....

**DEBORAH G. ANDERS, D.D.S., P.A.**

General Dentistry

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Black Mountain, North Carolina 28711

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Thank you for choosing us as your dental team. We have some information that we feel is important to share with you, our patient.

We have put them in writing because we live by them and we ask that all our patients live by them as well. Our experience tells us that this information may require actions that differ from what you may be accustomed to in the past. Once you have read this page thoroughly, please ask us any questions you may have.

### **Our Philosophy**

You have probably been to a few dental offices before and have certain expectations of the care you will receive. We are very interested in forming long term friendships with our patients as well as providing long-term care. We are a health-centered dental office. This means that rather than you continually developing more problems so you need more treatment, we coach you on how to have a healthy mouth, teeth and gums. In our office, you can be the solution to your dental problems. You can be in control of your dental decisions and your dental health. We cannot create a healthy mouth for you, you must be the one who desires a healthy smile. We are more than happy to share with you how this is possible. This is very beneficial because it decreases your future costs, pain and number of dental appointments.

### **Commitment to Treatment**

We create a "Master Plan" based on your dental goals. We believe all treatment initiated should be brought to treatment completion. Incomplete treatment leads to problems, complications and misunderstandings. Some treatment plans, because of their design, take years to complete. However, to begin phased treatment, your commitment to both starting and completing treatment is necessary.

Incomplete treatment leads to loss of teeth and further disease. Therefore, we feel a commitment on your part is necessary. We are committed to providing you excellent dentistry in a friendly environment so that all agreed treatment plans, once they are started, will be completed and your dental goals are met.

### **Commitment to Appointments**

We do not double book our patients. Your appointment is a reservation of our undivided time. An appointment on our schedule with your name is a bond of trust that we will be here to serve you and you will be present for that appointment so we can move forward in meeting your dental goals. We do not allow cancellations with less than 48 hours notice. We believe in mutual respect for each other's time. Since we are not in the office after 5pm on Thursdays, we need you to contact us on Wednesdays if you need to change an appointment for the following Monday.

### **Commitment to Financial Arrangements**

We believe we have a responsibility to use our best professional care, skill and judgment in planning for your dental treatment. All fees will be properly explained to you. No business or practice can fulfill its mission to its patients when a bond of trust is violated by failure to pay for services.

If you need financial arrangements, they will be made in advance of scheduling your appointments. We do not want your finances to become a barrier to receiving the dental care you desire, so please let us share the options we may have for you.

### **Commitment to helping you with your Dental Insurance or Benefit Plans**

Our Office is happy to cooperate with patients who have dental insurance benefits. It is our goal to help you obtain the benefits to which you are entitled because we realize how important it is. As a service to our patients, we will complete all forms pertaining to your claims and predeterminations. We send them promptly to your benefits carrier, usually electronically. We are not a member of any network for insurance plans.

We ask that you read your policy to be sure that you are fully aware of any limitations of the benefits provided. Please remember it is the dental insurance company and your employer that dictate your coverage, not our dental office. The treatment that we recommend for your healthy teeth, gums, and smile is determined by your needs, as well as time, skill, & judgment to provide you the best care.

We do accept assignment of benefits for insurance, but some insurance companies will only send payment to the patient. In this case, we have you pay for each visit in full. If you qualify to pay only your portion, we give your dental insurance 30 days to pay your benefits. After that time you will be responsible to pay any unpaid balance.

### **Office Hours**

Our business hours are Monday – Thursday 8:00am – 5:00pm. We normally schedule patient care Tuesday - Thursday between 8:00am – 4:00pm. We also see patients on Mondays once each month. Our office is part of a Call Group of dentists to handle your emergencies from Thursday at 5:00pm until Monday at 8:00am, including holidays, as a benefit to our patients. We are here to answer your questions and meet your needs during our business hours.

### **Prescriptions and Refills**

Prescriptions and refills are only issued during regular office hours before 3:30p.m. Pain medications are not refilled after hours. When you call for refills, please have your medicine bottle available so we can obtain accurate information from you. Please be sure to take any required pre-medication one-hour prior to your appointment. If you forget to take your pre-medication, we will have to reschedule your appointment in the best interest of your health.

### **Necessary Radiographs**

Timely radiographs help us to detect problems while they are small and treatable. Many dental problems go undetected without radiographs. We are careful to take only necessary radiographs and have equipment that limits the radiation you receive. We do everything possible to be sure exposure to radiation is minimal. However, we cannot provide quality care without the proper information. In an effort to provide you with the best care, please be willing to receive radiographs that are necessary for you.

### **Minor Patients**

A parent or guardian must accompany a patient under the age of 18 and are responsible for consent of treatment and full payment. Unaccompanied minors will need to be rescheduled. You should make arrangements to be in our office during your child's entire appointment. This allows us to discuss any concerns that arise or necessary changes immediately. Please do not drop your minor child off for their appointment.