



## Welcome To Our Practice

On behalf of the entire staff, we would like to take this opportunity to welcome you to our dental office. Our goal is to provide you with the highest quality dentistry possible. Quality dental care is never an accident. It is the result of sincere intention, diligent effort, and wise decisions.

We begin with a thorough examination consisting of the necessary x-rays, study models, health history and oral examination. Upon completion of the examination, Dr. Tahtadjian or our Associates will discuss the findings with you. Depending on the conditions present, we will recommend a treatment plan best suited to your needs. Also, at this visit, future appointments will be scheduled, estimated fees discussed, payment plans presented and all financial arrangements completed. A responsible adult must be present at a consultation involving minors. We encourage you to ask all questions you may have about your treatment or dental care in general. We will be more than happy to answer them for you. After completion of our treatment program, you will be called at periodic intervals for preventive examination and for the cleaning of your teeth.

Our practice basic dental fees are based at or below the current fee guide set out by the Ontario Dental Association. If you have dental insurance coverage, you should determine what benefits you are entitled to. If you have any questions about your benefit entitlement, our staff will be happy to help you interpret the terminology. Dental insurance coverage is a contract between the policy holder and your insurance company. It is important for our patients to be aware that ultimately they are responsible to the doctor for the account and the insurance company is responsible to the patient.

We are mainly a referral clinic, which means that most people come here as a result of other satisfied friends or relatives who have benefited from our care. We always accept new patients and we will gladly accept your friends and family as new patients.

Except for emergency cases you may expect us to be on time, and we will appreciate the same courtesy. Occasionally, emergencies do interrupt our regular schedule of appointments, and we appreciate your understanding in this situation.

Because we are dedicated to providing our patients with the best dentistry and service possible, *it is not* our policy to schedule several patients at the same time. If it is necessary for you to reschedule an appointment, we require 2 business days notice so that the time reserved for you may be given to someone else in need, otherwise a minimum \$100 charge will apply before rescheduling. This allows all our patients the time to work within their schedules to utilize an appointment that has become available. Appointments made with our office are considered confirmed at the time they are made. As a courtesy, we make every effort to send you a reminder email/phone call, but for various reasons we may not be able to reach you. As your appointment is reserved for you, it will not be changed unless of course we hear from you with sufficient notice. We value our patients greatly and take our responsibility of providing you with excellent dental care very seriously. We thank you for this consideration and look forward to serving your dental health needs.

Sincerely,

The Doctors and Staff at Dentistry in Streetsville.