

Dear Parents,

The Staff at Dentist & Co would like to take this opportunity to welcome you and your family to our Dental Practice.

We hope that this letter will serve to answer some of your questions and to familiarize you with our office procedures and philosophy.

WHO WILL BE TREATING YOUR CHILD

Here at Dentist & Co we have an Oral therapy department.

Oral therapists are dental professionals who are dual qualified in dental therapy and dental hygiene. Oral health therapists provide a wide range of dental care in a variety of settings to children, adolescents and adults.

Oral health therapists work as multiskilled members of the dental team, they provide dental therapy services to children and adolescents and dental hygiene services to people of all ages.

What can oral therapists do for your children?

They can:

- Conduct dental examinations and diagnosis, and develop care plans to children and adolescents
- Take x-rays of teeth and jaws
- Prepare cavities and restore teeth with fillings
- Extract deciduous teeth under local anaesthetic when required
- Conduct nutritional counselling and oral health education and promotion

BASIC TREATMENT PHILOSOPHY

We believe in the prevention of dental disease, of malocclusion and, as important, of fear and anxiety. We strive to make your child's experience in our office a positive one and encourage you to inform us of any specific concerns you may have. We will ask you to fill out a brief medical history update form every six or so months, at which time you should inform us of any medical, emotional or family changes. If you cannot accompany your child, please call or write us about any changes.

We suggest that a child's first dental examination take place by his/her first birthday. At this visit we examine your child's mouth; answer any questions you may have and teach you proper oral hygiene methods. Subsequently, we would like to see your child once before the age of two and every six to twelve months thereafter, when an oral examination, cleaning and topical fluoride application will be performed. Young children often are the most comfortable being seen in the morning. During this time of day they are not overtired and the visit is a more positive one.

Dental X-rays are often needed to make an exact diagnosis. If this is the case, we will explain the necessity and take the radiographs only with your permission. Our policy is to take x-rays only when necessary. Our x-ray equipment is safe and modern, and of course, shielding is used.

IMPORTANT:

- Please do not over-prepare your child for the first visit. If we introduce your child to dentistry before any negative opinions are formed, we usually obtain a better relationship and more willing cooperation from your child.
- Please refrain from saying "The dentist will not hurt you" as this suggests that is a distinct possibility. Instead say, "The dentist will be very gentle with you."

- Please do not say “this will only hurt a little” we do not want to use negative expressions like “hurt”, “pain”, “uncomfortable”, only positive expressions.
- You should not be upset if your child cries. As children are often afraid of anything new and strange, we consider crying just “loud cooperation”
- The dentist and Oral Therapists will always make sure your child is comfortable and we do all we can to assure that your child has the best possible experience from the moment they walk in the door!

OFFICE HOURS, PUNCTUALITY AND EMERGENCIES

As a rule, no restorations will be done at a child’s first visit. If your child requires treatment beyond the first visit, we will review the fees involved, visits required and any concerns you may have. We try to provide dental treatment in a non-threatening manner. Children do very well in this reassuring environment.

Our office is open Monday through to Saturday. We try very hard to see all of our patients promptly so we trust that you will make every effort to be on time. Young children (four and younger) do much better with the dental visit when not brought to the office in the later afternoon. Therefore, we do request that these children be seen in the morning or early afternoon. If for any reason you do arrive late, while we will try to accommodate you, it may be necessary to reschedule. If your child cannot make his/her scheduled appointment, please notify us as soon as possible so that we can give the appointment to another child.

Occasionally, we have to treat emergencies, which may delay our seeing regularly scheduled patients. While we regret any inconveniences this may cause you, we are committed to give emergencies priority treatment. If there is an emergency you should call us as soon as possible. If immediate attention is required, we will make time available to see your child that day. In the event that we are not in the office, we will have an answering machine that will tell you how to get in contact with a dentist.

PAYMENT

Payment is being rendered at the time of treatment. Our computerise office accounts system is designed to provide you with the most fault free billing and recall system. If there are any questions, please call the office. As an added convenience we have onsite Hicaps facilities and accept all health funds, we also accept MasterCard, Visa and American express. Unfortunately we do not accept diners cards of personal cheques.

DENTAL SEALANTS

Besides routine dental care the use of dental sealants is one of our best preventative tools. Sealants are a coating applied to the chewing surfaces of the back teeth. Properly applied, sealants can help your child grow through the cavity prone years with a greatly decreases chance if getting cavities on chewing surfaces.

ORTHODONTICS

The Oral therapist will evaluate your child’s occlusion (bite). If there are methods to lessen or correct a malocclusion problem, we will discuss this with you and may refer your child to an orthodontist.

We hope this information will help prepare you for your child’s first visit at our clinic, if you have any questions you can phone 9810 3044 and we will be happy to assist you.