

## *Welcome to Our Office!*

It is our hope that this information will provide answers to your questions and help you get to know us better.

The comfort and dental health of our patients is very important to us. It is our goal to make all dental treatment as easy and comfortable as possible.

We encourage dental education because we believe the more knowledge our patients have, the more we can work together to keep them healthy.

We care about each of our patients because they are part of our dental family. This is an ongoing relationship that develops throughout the years. As part of a small community, we take an active interest in the issues that affect all of us and those projects that benefit the community as a whole.

We value the personal commitment of our staff to each of our patients. Our staff constantly strives to further their training and education by attending Continuing Education courses and other professional training programs. Our Office Manager is a member of the American Association of Dental Office Managers, as well. Every member of our staff is CPR certified.

As an active part of the community, we enjoy supporting our schools and civic organizations. Our dental hygienists have appeared as "tooth fairies" at the Grand Central Mall May Play Day for children. Staff members have participated in health exhibits at local businesses as well. This gives us an opportunity to help educate the public about the benefits of good, preventive dental health.

It is our desire to be a part of your healthy future and for you to be a part of our dental family!

## *Office Hours*

Weekday, evening and Saturday appointments are available for the convenience of our patients. Our office is closed on Sundays and major holidays.

Periodically, we must close our office on selected days when the doctors and staff are attending Continuing Education programs to enhance their skills and keep them up-to-date on the latest developments in dentistry. This allows us to give our patients the best dental care possible.

For specific office hours, please call or visit our website.

## *For Your Comfort*

It is important to us that you are as comfortable as possible during your visit to our office. In order to accomplish this, we offer a wide range of accommodations:

*Large Selections of Magazines*  
*Blankets*  
*Cable Television*  
*Headsets*  
*Premedication*  
*Mild Relaxing Oral Sedation*  
*Children's Play Area*  
*Saltwater Fish Aquarium*  
*Free Toothbrushes & Bridge Flossers*  
*Flosscards*

## *Our Goal*

Our goal is to provide the very best dental care possible for our patients so that they may achieve optimal dental health.

Our entire staff operates as a team and we take great pride in each staff member's training and capabilities. We know that you will have the same confidence that we do and hope that you will let them be a part of your good dental health.

We encourage our patients to invite your friends and family members to our office. Your confidence is important to us. Thank you!



*"Get Ready to Change the Way You Feel About Dentistry"*

## **PATIENT INFORMATION**

*Wayne P. Dunn*  
*& Associates*

**1412 Blizzard Drive**  
**Parkersburg, West Virginia 26101**  
**(304) 424-6100 or**  
**Toll Free (877) 279-6100**

*Be sure to visit us at:*

[www.WayneDunnAssociates.com](http://www.WayneDunnAssociates.com)



## *Insurance and Payments*

Our office is happy to cooperate with patients who have dental insurance. It is important, though, that you read your dental policy carefully to fully understand coverage and limitations. You may also want to contact your insurance company with specific questions regarding deductibles, waiting periods and eligible benefits. We are not party to the contract between you, your employer and insurance company. Therefore, such information is only available to you and your employer. Patients are responsible for any treatment provided by our office whether it is paid by insurance or not.

As a courtesy to our patients, it is our office policy to send claims to insurance and wait to receive payment from the insurance company so you do not have the inconvenience of paying for your visits in full and waiting for reimbursement. However, our patients are asked to pay the portion of their visit not covered by insurance on the date of service. The portion requiring payment comes from an estimate and is not meant to guarantee payment by insurance companies. If the insurance company pays more than we estimated, we will promptly send a refund to our patients. If the insurance company pays less than we estimated, we will send a statement which requires payment within 30 days of receipt.

There are exceptions, however, to this insurance payment policy. If the insurance company sends payment to the policyholder and not to our office, we do require payment in full on the date of service. If we treat patients who live and work outside the state of West Virginia, we also require payment on the date of service. We will still send claims to the insurance companies on your behalf, however.

Accepted forms of payment for the patient's portion of each visit are:

- Cash or Money Order
- Personal Check or Cashiers Check
- MasterCard
- VISA
- Discover
- American General Finance
- Enhance Patient Financing

We also accept pre-payment for services to be rendered in the future. Patients may make early payments and these will be credited to patient accounts until the treatment is received. When making pre-payments, please be sure to let front desk staff know your payment is to be a pre-payment. Otherwise, when there is no balance on the account and payment is received, the payment will be returned to you.

When major procedures which require more than one office visit are done (such as crowns, bridges, dentures and partials), instead of paying in full, you may pay half of your portion on the first visit and the balance on your last visit for that procedure. It is our hope that this policy makes major procedures more affordable and manageable for you.



## *Importance of Dental Cleanings & Exams*

Plaque is the film created by bacteria and food debris which accumulates on and around teeth and causes gum disease and tooth decay. The removal of old plaque through effective home care will help prevent dental problems.

Unfortunately, some people have accepted the idea that they will inevitably lose their teeth as they grow older and consequently they fail to make efforts to save them. The child who only sees a dentist when he has a toothache will lose eight times more permanent teeth than a child who has regular care.

Periodic examinations, dental cleanings to remove plaque, fluoride applications and proper home care are the foundation upon which good dental health is built.

## *Appointments & Emergency Care*

Our office sees patients by appointment only. This allows us to reserve time specifically for our patients. We make every possible effort to accommodate our patients' schedules. New patients are asked to come ten minutes early for their first appointment. This gives time for them to fill out necessary medical history and insurance forms.

We do not leave our patients in pain when they are having a dental emergency. Therefore, we do our best to fit them into our schedule. If you have an emergency, please call as early in the day as possible. We ask our regularly scheduled patients to please be patient with us if the doctor is delayed.

Our staff attempts to confirm appointments the day before they are scheduled. This is done as a courtesy to our patients. However, we believe it is each patient's responsibility to keep track of appointment days and times. We will assist in any way possible, but ultimately patients need to know when they are scheduled and come to their appointments on time. If you cannot keep an appointment, please notify our office immediately. We ask that you give us at least 24 hours notice if possible so that we can schedule other patients who are waiting for an appointment.

We do require two hours notice to cancel an appointment. This helps us avoid needlessly preparing an operator room for your visit and allows at least some time for us to get in touch with patients waiting for an appointment.

## *An Invitation*

We encourage you to join our dental family and strive for excellent dental health. We are here for you, regardless of your dental condition. There is no need to be fearful or embarrassed. We care about you and we want to help you find a new beginning in dental care.

If you have any questions or would like to learn more about us, please call or visit our website at [www.WayneDunnAssociates.com](http://www.WayneDunnAssociates.com).

*Best Wishes from all of us!*