

# Kent Lane Mueller, D.D.S.

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## Welcome to Our Practice!

**We are so pleased that you have selected our office for your dental care.** Our goals will be to determine what dental treatment you need or want and deliver it in the most efficient manner with clinical excellence and courtesy. We will teach you how to combine regular interval professional dental evaluation with proper, routine daily oral self care to maintain optimum oral health for yourself for your entire life.

Office hours are by appointment, but in the case of unforeseen circumstances, there may be delays in the schedule. We do make every effort possible to accommodate emergency visits for our patients.

**Our office uses several methods of payment.** Cash, check, and all major credit cards are accepted as payment. We also utilize the third party finance program Care Credit. Information regarding Care Credit can be found on their web page at [www.carecredit.com](http://www.carecredit.com). Unless prior arrangements have been made, payment in full is expected at the time treatment is provided. If you have dental insurance, for your protection, we will send a pre-estimate of dental treatment to your dental carrier. When the pre-estimate is returned (6 to 8 weeks), your portion of payment will be indicated. We ask that you pay that portion at the time treatment begins. Please bring your insurance information to your initial appointment. For extensive treatment that may take several months, partial payment may be made and will be determined before treatment begins. Our Office Coordinator, Jennifer Bridget Bradley and Insurance Coordinator Josephine Manieri are here to help you in any way possible.

**You can expect to receive the best dental care we can provide.** Dental technology has made remarkable strides. You may not be aware of some of the advances in diagnosis and treatment and how they can benefit you. If you have not been to a dentist recently, or have been in the care of someone who has not adopted these techniques, you will notice a difference the first moment you enter the office.

**Possibly one of the most important parts of successful dental treatment is the complete oral examination.** In order to make an accurate dental diagnosis a thorough oral examination of your teeth, tongue, and gums is performed at your initial visit. Radiographs, photos, and study models (impressions), may be taken. Some parts of your exam will be completed and recorded by trained and licensed dental auxiliary personnel such as dental hygienists and dental assistants.

Once you have explained your dental concerns and had a thorough dental examination, a customized treatment plan will be developed and presented at a follow up visit. Explanations and models of most procedures are made available. Advantages and disadvantages of treatment, risks of treatment or no treatment, options and cost of treatment, and timelines will be presented. Any questions you have will be answered before treatment begins.

We are committed to providing for each patient an initial appointment during which an exchange of patient concerns and dental desires can be addressed. We respect our patients' time, we want each patient to feel comfortable, with adequate appointment time to address his or her dental concerns.

Enclosed you will find a medical and dental history form that you can complete before your first visit. Please bring it with you to your scheduled appointment. Thank you for the opportunity to provide you with exceptional dental care.

Sincerely,

The Team at Dr. Kent Lane Mueller's