Dear Patient,

The purpose of this letter is twofold. First, it is to welcome you to our practice and express our appreciation for showing the confidence in selecting us. Second, it is to introduce this dental office to you and to describe our philosophy and scope of treatment and to answer some of the questions that are frequently asked.

A prosthodontist is a dentist who has completed two or more years of advanced training to perfect skills in the restoration of teeth. As a prosthodontist, I am trained and experienced in providing a full range of restorative services, from simple fillings, cosmetic procedures (bonding and bleaching), composite inlays, crowns, fixed and removable bridgework, dentures, and implants to complete mouth reconstruction.

In addition to emphasizing comprehensive restorative dental care, we are also deeply committed to preventive dentistry. Although other dental specialists and general practitioners refer a large number of patients to us for complex restorative procedures, patients of record refer many who may require periodic cleanings and perhaps an occasional filling. Regardless of the complexity of your dental requirements, you will find that we are dedicated to providing you with the highest quality care using the finest materials and most up-to-date techniques. Our staff of professionals includes a certified dental assistant and two registered dental hygienists. Each professional has the skills, training and motivation to participate in your dental care.

At your first visit the hygienist will review your medical and dental history in order to be aware of any medical problems that may affect your dental treatment, and to clarify areas that are of concern to you. Following this, a detailed examination of the teeth, gums, and adjacent structures and a prophylaxis (cleaning) will be performed. In order to compile a complete dental record, she will record all previous procedures as well as any abnormalities evident on visual examination. Occlusion (bite) may also be evaluated.

Although we firmly believe in the minimal use of x-rays, we need to see accurate films of your teeth and surrounding oral structures to design a plan for your dental treatment. Therefore, x-rays will be taken as necessary to assure a thorough and comprehensive examination. If you have had radiographs taken within the past year, please obtain them from your previous dentist and bring them with you.

I will give you a general assessment of your oral health at your first appointment. A more detailed diagnosis and treatment plan will be presented, if necessary, at
a later appointment, after the radiographs have been carefully reviewed and I have had the opportunity to fully evaluate the information gathered from previous visits. Also at that time financial arrangements will be discussed.

After your active treatment is completed, you will be placed on a maintenance routine and we will schedule your next prophylaxis and examination. It is in your interest to faithfully schedule these appointments since it is the best way you can protect the health of your teeth and oral structures. In addition, it gives us an opportunity to detect problems when they are small and to prevent some of the severe damage that can ensue after many missed maintenance appointments.

The fee for the initial visit may be a minimum of $350 and if x-rays are necessary may be $650. We will ask that this be paid upon completion of the appointment, if you don’t have insurance. We accept Visa, MasterCard, Discover, checks and cash.

Today many patients have dental insurance. We are happy to bill your insurance carrier for you, but you will be billed for all procedures as well, since our relationship is with you, not your insurer. We are under contract with Delta Dental of MA and BCBS of MA. Although we are not contracted as network providers with CIGNA, we are discount dentists. We do not participate in Mass Health. Please be aware that your policy, with any insurance company, may only partially reimburse services rendered and we would appreciate payment at the time of appointment, unless other arrangements have been made, in advance, with our office manager.

We kindly request that while you are in our office you turn your cell phone off. Thank you in advance for this consideration.

I hope this letter has accomplished our goal of introducing ourselves to you. If there are any aspects of your care or treatment that you don’t understand please let us know.

I look forward to our first meeting.

Cordially,

Lawrence L. Phan, D.M.D.

P.S. Please complete the enclosed forms and bring them with you to your first appointment.