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### Welcome to Our Pediatric Dental Practice

We are pleased with the interest you are showing in your child's dental health by making an appointment for an initial dental examination. Children who begin their preventive dental care at a young age are more likely to have a favorable outlook toward dental care throughout life.

This letter is to help you and your child become acquainted with our office.

At the first appointment, we will examine your child's teeth, gums, and related oral structures. If x-rays are indicated, they will be made at this time. Along with the examination, a diagnostic x-ray survey enables the pediatric dentist to thoroughly evaluate your child and recommend appropriate care. Usually, the dental cleaning and topical fluoride procedures are completed at this visit. Oral hygiene instructions will be reviewed with you and your child. For most children, this first appointment in our office is an interesting and pleasant experience. Our office is geared to children. All of the people on our staff enjoy children and work well with them.

Parents play a most important role in getting children started with a good attitude toward dental care, and your cooperation is greatly appreciated. One of the useful things you can do is to be completely natural and easygoing when you talk with your child about this appointment. This approach will enable him or her to view it primarily as an opportunity to meet people who are interested in him or her and who want to help children stay healthy.

In discussing dentistry with your child, please avoid words like "needle, drill, hurt, shot," and any other word that may have an unpleasant or offensive meaning. Also, avoid letting other children tease or try to scare him or her about the appointment. If you offer your child a reward, please do so in such a way as not to be alarming to him or her. Some children may associate a bribe with an upcoming unpleasant event. If your child has any questions about the upcoming appointment, please feel free to be open and honest with him or her. If you do not know how to answer or do not want to answer, tell him or her "Dr. Anderson or Dr. Sheppard will explain that to you when you get there," or "I know that Dr. Anderson or Dr. Sheppard will be very gentle with you." We will explain to your child what we will be doing and how he or she can help during the appointment. Any relationship is built on trust, and we will do our best to help him or her develop

trust in our staff. After your child has been examined and has had a chance to become acquainted with us, you will be invited to see the treatment room if you have not accompanied him or her during this initial appointment.

After we have had a chance to study the x-rays and clinical findings, we will discuss the findings with you and explain any treatment options and recommendations for your child. Payment is expected at the time of this initial visit. If current radiographs of diagnostic quality are available and you would like for us to use them during this initial examination appointment, please be sure to have them for our use at that time. All records which you provide for our use in caring for your child, including radiographs, will remain a permanent part of your child's record in this office.

Each family is financially responsible for their account with our office. Unless other arrangements have previously been made, payment is expected at the time of service. As a service to you, we will complete all forms pertaining to your claim and submit them promptly to your insurance provider. The benefits and restrictions of your policy have been predetermined by the agreement between your employer and the insurance company.

If you are unable to keep any of your scheduled appointments with our office, please notify us immediately. With at least a 48 hour notice, we may be able to offer your appointment time to someone in need. We do make every effort to honor all time commitments by being here and remaining on time for scheduled appointments. However, our office does work exclusively with children, and unexpected situations do arise in which a child may require more individual time and attention than planned. This same courtesy will be offered to your family.

Good dental health, like good general health, depends upon the development of good habits which include proper brushing and flossing, regular dental visits, well-rounded diet, and avoidance of excessive snacking. During our treatment planning conference, we will have a chance to discuss these points and any other concerns you may have.

I sincerely appreciate your confidence in our pediatric dental office. Best wishes, and we look forward to seeing you and your child soon.

Sincerely,

A. Scott Anderson, III, D.D.S.

Corey J. Sheppard, D.D.S.