

INTRODUCTION/WELCOME LETTER

Welcome to A Tooth Doctor for Kids, the pediatric dental practice of Dr. Suelene Y. Chen. Thank you for your confidence in selecting this office for your children's dental health care. We are dedicated to making your children's visits pleasant and productive, and strive to establish a long lasting dental home for your family.

Commitment and Value

Good oral health is an important component to total overall health. At this practice, the Doctors conduct a thorough assessment and examination to determine a practical treatment plan specific for each child. This plan will tell you what treatment is needed, why it is necessary, and how long the treatment will take. If there is more than one treatment to be considered, each type of service will be discussed and explained. Periodic check ups are also part of maintaining good oral health, and therefore are scheduled in advance. Studies have shown that children, who began their dental visits by age 2, spent less time and cost in dental care per year than those who began dental visits after the age of 5. Early detection allows for shorter and routine treatment. Periodic checkups and cleanings help maintain the importance of dental health.

Appointments

For all parties concerned, every effort is made for appointments to stay on schedule. With the exception of emergencies and surgery, you can expect the practice to run on time. We kindly ask the same courtesy from you. It may be necessary to reappoint you if you are more than 15 minutes late. Though we understand emergencies arise, your appointment time is reserved specifically for your child. We kindly ask at least 48 hours advanced notice to reschedule your appointment. Otherwise, a broken appointment charge may be applicable.

Financial Responsibility

Payment is expected at the time when services are rendered. For your convenience, we accept cash and credit cards.

For patients with dental insurance, one of the benefits of our practice is that we help process dental claims on your child's behalf (Assigning of Benefits). To minimize administrative costs and to offer reasonable fees, your share of cost including any applicable deductible is due when treatment is rendered. Please note that you are ultimately financially responsible for your account; which is why it may be best that patients understand their individual insurance policies prior to each dental appointment.

In cases where insurance plans are not eligible or approved and in emergencies with first time patients, the cost of services will be collected in full at the time of service.

A final notice and a statement will be sent following two billing cycles if balances are not settled. All outstanding balances carry a prevailing interest charge and/or late fee at a minimum of 1.5% for any unpaid balances over 30 days. These financial arrangements have helped to minimize our fee schedule to your advantage.

Welcome and Thank You

We welcome you again to the practice and appreciate your commitment to making this your children's personal dental home.