



314 West Main Street
Cheshire, Connecticut
203.250.3446

Gregory Bemis, DMD
www.newleaffamilydental.com

Welcome to the New Leaf family – we’re so glad you’re here! We’d like to let you in on our general office policies and way of doing things. Our responsibilities are to you as a patient, and our goal is to have you look forward to coming to the dentist. We practice preventative and restorative dentistry, focusing on regular care to help you maintain excellent dental health.

Dental insurance can be tricky! We work diligently to provide you with a full understanding of how your dental policy works for you. Every insurance policy is different, and we know how difficult it can be to understand the coverage; we’ll keep you updated with deductibles, co-pays, and limitations. We would love to work together with you when it comes to understanding how your insurance is laid out, so please take time to really dig into your policy – we’re here to answer any questions you may have! We ask that you cover the estimated co-pay or deductible amount at the time of service. We will file the insurance claim for you and keep you updated if anything comes back differently than estimated. If your insurance company pays less than estimated for a service provided, you are responsible for the balance, which is due upon receipt of your statement.

Tired of tricky dental insurance? Join our in-house Fundamentals Dental Assurance Program! We offer our very own program to help you maintain your dental health, while reducing costs and eliminating the middle man. This plan offers full coverage for preventative exams, cleanings, and x-rays, as well as **25%** off dental treatment (these are things like fillings and crowns that aren’t part of your regular cleaning with the hygienist.) The average cost of this fundamentals program is \$27.00 a month for an adult, after the initial \$68.00 signup fee. Please be ready to pay the treatment balance at the time of service.

Payments. We accept payment in lots of forms; cash, check, Visa, Mastercard, Discover and American Express. Payment is due at the time of service. If you have any concern about making payment for your services, please talk to our lovely and understanding front desk team before scheduling your appointment. We participate with the CareCredit Program through which we can extend an interest deferred term loan with no down payment, no annual fee and no prepayment penalty. Please ask for an application or visit carecredit.com to apply.

Keepin’ it On Schedule. We know you’re busy and dental appointments aren’t always on the front of your mind. If you provide us with mobile phone numbers and/or email addresses, preferably your own but we don’t mind meeting new people, we will send reminders of upcoming appointments. You can even text or email us back to communicate with our front desk. **We love knowing you’re on your way!** If you text “C” to the first request to confirm, then our system will know you’re on board and will back off from the multiple reminders until the day before, when we send you one last tickle to make sure you don’t forget. If you want to “unsubscribe” from the appointment reminders you can always let our front desk know, or text STOP. Please know that this would mean you won’t receive any further communication in this format, not just for this one appointment.

We understand that life happens. Sometimes your scheduled appointment will need to be rescheduled. We whole heartedly understand – all we ask is that you provide us with at least 24-hours’ notice or one full business day before weekends and holidays. We reserve appointment times just for you, so the 24-hours’ notice gives us time to fill the time slot with someone who is



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waiting for a spot. Any appointment cancelled with less than a 24-hour notice will result in a \$40.00 broken appointment fee. If life gets uber crazy and you don't show up to a scheduled appointment without letting us know before hand (even 10 minutes before helps) it will result in a \$50 no show fee. Our team and your fellow New Leaf Family patients greatly appreciate the heads up!

Amalgam Fillings. At New Leaf we are committed to the long-term health of your teeth (and we kinda like the rest of your parts and pieces too, since they're all connected) and so we work diligently to only use the best methods to keep all of you well. Our providers use state of the art composites, resins, thermoplastics and ceramics to restore and replace teeth. As office policy, we question the use of dental amalgam (silver fillings) to restore compromised teeth and we are proud to say that we have reduced our use of amalgam at New Leaf to virtually zero. If a patient prefers that amalgam be used to restore their teeth, we may need to refer them to another office.

Pain Management. We will do everything we can to prevent and reduce our patients' pain. Sometimes, immediately after a dental procedure, some amount of pain and swelling is going to happen as your body does its job healing. Scientific research shows that the use of nonsteroidal anti-inflammatory drugs such as ibuprofen (Advil) plus the use of acetaminophen (Tylenol) as directed by your doctor is the most effective and safe pain management strategy for dental pain. If you are experiencing pain that is not being helped with this strategy, please call us and we will make arrangements for a post-op evaluation. We are proud to say that our office is virtually opioid free, and we will work with you to find a pain management strategy that is thoughtful to both your immediate and long-term health.

Emergencies. In the event of a dental emergency, we will ensure that someone is available to help. During business hours, our front desk staff will be able to arrange for you to come in or have the doctor otherwise address your concerns immediately. Outside of business hours, you can call our office and press THREE at the prompt to get to our emergency line. This will notify us and we will return your call within two hours.

Should you have any questions or concerns, please feel free to discuss them with the doctor or staff. We are so glad that you've chosen our office and are trusting us with your care. We look forward to exceeding your expectations.

By signing on the line below, I am stating that I have read this document and I understand my responsibilities listed in the above policies.

FAMILY NAME(S): _____

Patient (or parent) signature

date