



70 East Grove Street - PO Box 656
Middleboro, MA 02346
508-947-4770 - Fax 508-946-6040

Welcome

Welcome to our practice. We appreciate the opportunity to provide you with dental care. Our staff is made up of well-trained professionals, who work together as a team to bring you the highest quality treatment in a warm, caring setting. We have provided this welcome letter so that we may better serve you. It contains answers to the questions that most patients ask. However, if you have other questions, please feel free to ask any staff member.

Appointments

We see all patients on an appointment basis and ask that you call in advance so that we may reserve time for you. We pride ourselves in trying to see all patients on time. If you cannot keep an appointment, please notify us immediately, if possible. If not, please try to give us 24 hours notice so that the time may be given to another patient. We reserve the right to charge for appointments canceled or broken without 24 hours notice.

Office Hours

The office is open on the following schedule:

Monday.....9:00-6:00
Tuesday.....9:00-7:00
Wednesday, Thursday and Friday.....8:00-5:00

Emergency Care

We recognize that emergency situations do arise and we will do everything in our power to respond to your problem as quickly as possible. If an emergency arises while the office is closed, call the office telephone number and you will be prompted to leave a message on our emergency line, at which time the doctor on call will be paged. If an emergency arises while the office is open, please call the office as early in the day as possible. We reserve special times for those patients with emergency needs and you will be seen as quickly as possible.

Recall Visits

We believe in the benefits of regular preventive care and therefore, encourage all our patients to return for periodic recall visits. After each recall visit, you will be scheduled for your next recall visit. If there are changes in your: (1) health and/or medications; (2) address or telephone numbers; (3) marital status; (4) employment and insurance coverage, please advise the receptionist.

Fees and Payments

We make every effort to keep down the cost of your dental care. You can help by paying for treatment at the time of your visit. If your treatment program requires several visits, we can provide you with an estimate and the opportunity to make financial arrangements with a member of our business office staff.

Insurance

Dental insurance is intended to cover some, but not all of the cost of your dental care. **Most plans include co-insurance, a deductible and other expenses which must be paid by the patient.** If you have dental insurance, please bring your plan information with you to your first visit. We will make every effort to answer your questions regarding your insurance questions. However, it is ultimately the patient's responsibility to know their coverage.