

# WELCOME TO OUR OFFICE

**Ross P. Mitchell D.M.D., L.L.C.**  
*Practice limited to Endodontics*

We would like to take this opportunity to welcome you to our office. We realize that the thought of a “root canal” has not always been associated with relaxation and comfort. However, we might be able to change your mind.

Techniques and technologies have been improving rapidly in the field of dentistry. Root canal treatment or “Endodontics” is one of those fields that is enjoying these advances. In our office we specialize in root canals, and utilize the latest technology and techniques to make treatment more convenient and comfortable. The length of time needed to complete the procedure is variable but it is usually possible to complete your root canal in one or two appointments.

Each of our treatment areas is equipped with flat screen monitors. These monitors give our patient’s the ability to better understand treatment during their consultation visit using visual aids and images of the affected tooth. We will strive to make your visit as pleasant as possible and look forward to meeting you.

## **Your Appointment**

If this is going to be your first visit to our office there will be a small amount of information we will need to collect before

your exam. Please bring your insurance card and a list of medications you are currently taking. Your appointment time is set aside especially for you and we will do our best to see you at that time.

After you check in, Dr. Mitchell will be able to talk with you about your specific needs and perform a thorough evaluation and consultation. The treatment estimate will be reviewed with you at the completion of your exam by one of our staff members. You will then be scheduled for a second appointment if root canal services are indicated.

## **Emergencies**

If you have a dental emergency during business hours please call our office as early in the day as possible. We have set aside time to treat emergencies daily and will gladly assist you as soon as possible while respecting our scheduled patient’s time.

## **Methods of Payment**

### **Full payment is due at the time of service.**

We accept cash, personal checks, MasterCard, and VISA. If these methods are not convenient for you, we have a monthly payment plan that can be arranged through CareCredit®, a company which allows you to make low-interest payments toward your treatment. If you are interested in CareCredit® financing you will need to contact our office before your appointment to complete the application process (approval not guaranteed). For patients that do not have dental insurance we offer a 5% discount with cash or check only at the time of service.

## **For our Patients with Dental Insurance**

We are able to accommodate most insurance programs and will gladly assist you in filing your claim. If you would like us to estimate your dental insurance, we ask that you provide us with the policy holder’s information prior to your check in time. If dental benefits cannot be confirmed you will be required to pay 100% of service fees. An adjustment will then be made when the insurance has reimbursed our office. Due to certain insurance company’s methods of reimbursement (some policies will not reimburse the doctor), you may be required to pay for your treatment when it is rendered. Your insurance company will then reimburse you directly.

We make efforts to call you to remind you of your appointment in advance. If you must reschedule your appointment please give us at least a 24-hour notice so that the time reserved for you can be made available to other patients. *Please understand there may be a rescheduling deposit of up to \$250 if a 24-hour notice has not been received.* This deposit is refundable as long as you speak to our staff members prior to the 24-hour period. If you fail to notify the office on time, your deposit will be absorbed as a “no show or late cancelation” fee.

*If you have any questions feel free to ask a front office staff member. Please retain this information for your records. Thank you!*