



Dear New Patient,

You're new to our practice (welcome!). Before we get started on your treatment plan, we'd like to share with you our approach to service and a few words about our policies.

Preventive dentistry is our goal for every patient. It involves the daily care, good nutrition, and periodic check-ups and cleanings that maintain good dental health already achieved. Preventive dentistry may not be where we start with every patient, but it's where we like to finish.

Restorative dentistry is basic repair of the mouth. We mend broken or leaking fillings, build crowns and bridges, fit partial and full dentures, place and restore implants and realign your bite. Where necessary, gum disease is treated, or root canal therapy recommended. The prevailing belief behind restorative dentistry is a simple one: you can keep all your teeth for all your life.

Cosmetic dentistry is coming of age with new materials and procedures that make a beautiful smile accessible to everyone. We now have the luxury of considering cosmetic treatment for gaps, chips, and otherwise less-than-perfect smiles.

We ask that when making an appointment you realize how important it is that you keep it. Any broken appointments (cancelled with less notice than 48 hours or 2 business days.) are unpleasant to our growing business. If two appointments are broken we will assess a failed appointment fee of \$75. Late appointments are also very inconvenient for our office; we consider any appointment to which a patient shows up 15 minutes or more late a failed appointment. If you have failed at least two appointments, we will ask that you seek dental care elsewhere. Likewise if you are late to your appointment we cannot guarantee we will be able to perform the procedure for which you were scheduled.

We do file all insurance claims electronically for you. However, there are a few insurance companies that are less than helpful in a speedy reconciliation of charges. If your insurance company is or becomes one of these, we may ask that you pay up front and have the insurance check sent to you at home.

Feel free to call us anytime with questions or comments about our dentistry or policies.

We look forward to seeing you again,

Drs. Bill and Kari Williams
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