

FOR THE PATIENT

First Things First

The Initial Phone Call and First Appointment

When you call to schedule your first appointment our office staff will ask for your dental insurance, if any, and will let you know if we are contracted with your dental plan. If your referral is not an emergency, an appointment will be scheduled at a convenient time that suits your schedule within normal business hours. If the situation is deemed an emergency, all efforts will be made to see you on the same day you call. We will perform any necessary treatment to alleviate your pain and discomfort. When necessary, some patients will then return for a full mouth periodontal evaluation at a later date.

All patients need to bring in is their referral form and the most current X-rays pertaining to the care your referring dentist is requiring. The referring dentist may E-mail these items to us or hand them over to you. Our evaluation cannot be completed without X-rays. This will keep the cost of your treatment at a minimum and reduce your exposure to X-rays. If necessary, we can and will take any X-ray(s) we need to perform an initial consultation. X-rays are also necessary if you have dental insurance as they may require them to process your dental claim. When necessary, duplicate copies of X-rays are sent to your referring dentist.

Prior to your initial consultation, we require that all patients fill out the necessary paperwork, such as a patient registration form and a health questionnaire form. These forms are available here in the office or on our website, www.krystalmiles.com in the **Online Forms** section. There are a total of four pages to be printed and filled out. Once filled out, give these forms along with any referral information and X-rays to the receptionist and/or the dental assistant. Dr. Miles will review all of this information prior to introducing herself. Any concerns regarding your health and the details of the necessary treatment can be discussed with the dental assistant and with Dr. Miles.

During her initial evaluation, Dr. Miles or her assistant may examine your teeth and gums in order to screen for a variety of health issues, including cancer, fungi, and dental caries in addition to the initial reason for your visit. Once Dr. Miles has determined an appropriate treatment and discusses it thoroughly with you, you will be directed to the receptionist, who will provide a treatment plan and answer any questions regarding the cost of the treatment or insurance coverage. An appointment for the outlined treatment can be scheduled at this time.

The key to long term success in your oral health is to take the unknown out of dental care by providing important information and educating you about dental diseases. It is our goal to provide you with a full understanding of the benefits of good dental care in the office and in the home. This is achieved by discussing how periodontal disease starts, how it progresses and the procedures that we can utilize to get it under control.