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Welcome Parents and Kids!

Thank you for entrusting us with your child's dental care. We have saved time especially for you and your child to get acquainted with our team and have a positive initial visit with us, answer any questions you may have, make your child comfortable, and provide a thorough dental examination.

This letter provides important information about our practice. In the practice of "pediatric dentistry", we have office routines that are uniquely different than what you may have been accustomed to in general dentistry practice. These differences set us apart and make us highly qualified to meet the needs of your children. For you and your child to feel more "at home", we would like to familiarize you with our practice.

Pediatric dentists are dentists first with an additional 3 years of specialized pediatric training which includes behaviour management and sedation dentistry. Pediatric dentists are specially trained to see infants, children, adolescents, those with disabilities, special needs or that are medically compromised. We use child friendly language and behaviour management techniques to ensure the child has a positive experience with the dentist.

At the first visit, you will be asked to complete a medical and dental history questionnaire for your child. These questionnaires allow us to become more familiar with your family as well as ensure that we understand your child's important medical and dental history. We will then acquaint your child with our dental office, we will review oral hygiene techniques, diet and nutrition, and perform a complete oral examination. The examination may include digital dental x-rays if necessary. Everything that we intend to do for your child will be explained and demonstrated before we do it. In a children's dental office like ours, we call this communication "Tell-Show-Do" which is very important in helping your child understand the dental visit process.

We require that a parent, legal guardian or custodial caregiver accompany your child to all visits especially the initial consultation. At the completion of the initial consultation, your child's oral health status and necessary treatment will be discussed with you by Dr. Ella Choi. This consultation is designed for you to be able to speak with Dr. Choi and gain a full understanding of your child's oral health. We are committed to partnering with you and want your participation in determining what dental treatment is best for your child. Please feel free to ask any questions.

Please note that if an adult, other than you will be bringing your child in for dental treatment, it is necessary to have a signed letter permitting the accompanying adult to make dental decisions for your child on your behalf.

At the end of the consultation you will be given an opportunity to meet with the administration staff where they will provide you with treatment estimates and arrange any appointments for you. To reserve an appointment time we ask that you provide us with \$157.00 deposit. This deposit will be applied to the total amount owing on the day of treatment or it will be refunded to you if your insurance benefits cover the amount of treatment in full.

Please note that we require 48 hours notice to reschedule or cancel any appointments. The \$157.00 deposit will be applied to the account for any dental treatment appointments that are cancelled or missed without 48 hours notice. A \$75.00 fee will be applied to any other appointments (including consultations) that are cancelled or missed without 48 hours notice.

As a courtesy to our patients, we do accept dental insurance and submit it on your behalf. Please ensure that we have accurate and up to date insurance information prior to your appointment so we can provide you with an accurate estimate for dental treatment. Please understand that you are responsible for any amounts not paid by insurance on the date of service. We accept cash, cheque, debit or credit card (Visa, Mastercard, and American Express). We also offer financing plans through Dental Card.

Please remember you play a big part in preparing your child for their visit to the dentist. Act relaxed and at ease. Avoid using words that suggest unpleasantness. We will explain our procedures to children in terms they understand, before we perform them. If your child is afraid, be reassuring. Working together, we can overcome any apprehension your child may have. Expect your child to do well, and enjoy their visit to our office, and chances are they will!

We look forward to meeting you!

Dr. Ella Choi & Staff