



YOUR CONSULTATION AT NELSON AVENUE DENTAL

YOUR FIRST VISIT

- We are located in a turn of the century home at 623 Nelson Avenue in Nelson, BC.
- There is ample **FREE PARKING** out front.
- Please arrive 15 minutes before your appointment to complete our registration forms; you can find these on our website to save you time. They can be filled and printed.
- Please bring an updated medication list, insurance details, and any dentures or nightguards to your first appointment.
- Please forward any recent x-rays from your other dental offices to us ahead of your appointment. We may not be able to get the x-rays for you the day of your visit.
- Our office is practicing strict COVID-19 protocols; please be prepared to wear a mask to enter the office, to sanitize your hands upon entry, to complete a screening form, and to have your temperature taken. Please visit our website for more information.

DENTAL INSURANCE

- We are a "non-assignment" dental practice, meaning payment for services is due in full at the completion of the appointment.
- We will submit your claim to your insurance company for you and you will be reimbursed directly by them.
- We will pre-authorize treatments for you so you can better understand what your insurance plan will cover. This may take over 2 weeks depending on your plan.
- Please contact your insurance provider if you have specific questions about your plan.
- Additional fees will apply for unusual time spent in processing claims or reviewing your coverage with you; please do take the initiative to confirm your coverage.

THE CONSULTATION

- Your consultation will be with Dr. David Alfaro, a certified specialist in prosthodontics.
- The consultation fee is \$180 and includes the examination/consult appointment, plus a 10 minute follow up appointment at a later date, to give you time to review the reports.
- Any photographs or radiographs (x-rays) required for diagnosis/insurance pre-authorization are an additional cost.
- You will receive a consultation report outlining the diagnoses and treatment recommendations, and have an opportunity to confirm a plan at your follow up visit.
- If you were referred by your dentist, they will also receive a brief report.

FOR MORE INFORMATION ABOUT THESE POLICIES PLEASE VISIT
WWW.NELSONAVEDENTAL.COM OR SCHEDULE A CONSULTATION WITH DR. ALFARO



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TREATMENT

- **Prosthodontic treatments are often complex and may take months to complete.**
- **Some procedures, such as gum grafts or extensive bone grafts, may require referral to other specialists.**
- **Dental CT Scans may be required to plan your care.**
- **We may request that your dentist address tooth decay, root infections, or gum disease prior to starting the prosthetic phase of care.**
- **Your dentist will be updated of our progress.**
- **Once treatment is completed, we will direct you back to your general dentist for your routine dental care; we may, however, request yearly follow-up appointments.**

GENERAL POLICIES

- **Please arrive early and prepared for your appointment; we ask that you arrive at least 10 minutes before your scheduled time to complete the check-in process.**
- **Our current waiting room space is limited due to COVID-19; you may need to wait in your vehicle. Please prepare accordingly.**
- **Due to COVID-19 only the person attending the appointment, and one caregiver, will be allowed in the office at a time.**
- **2 business days notice is required to change or cancel your appointment; a \$150 fee will apply if ample notice is not given.**
- **Unfortunately, we are not wheelchair accessible.**

We are an inclusive office; you will see people of all genders, orientations, cultures, races, backgrounds, beliefs, and abilities here.

Please help us keep our communities safe. Practice social distancing, wash your hands, wear a mask, and be kind.