



WELCOME TO 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 EXAMINATION

- A complete dental examination is required for any patient wishing to join our office, or for any patient who has not been to the office in over 2 years.
- Dental radiographs (x-rays) are essential for a complete dental examination; if you do not have recent (within 6 months) radiographs, we will need to take them for a proper diagnosis and treatment plan----even if you "just need a cleaning".
- A yearly "recall" examination will then be the standard of care; dental radiographs and a recommended cleaning frequency will be prescribed based on your specific needs.



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CHILDREN/FAMILIES

- We welcome families at the practice; kids do love it here! Unfortunately, COVID-19 has limited our waiting room, so families will not be able to spend time together in the office.
- We are a PRO-FLUORIDE practice but will ask for your permission prior to application. I have been seen significant numbers of kids with high rates of tooth decay, especially in families that have been avoiding fluoride. This is a serious concern with lifetime implications, even if it is just baby teeth that will fall out anyways. Please visit my blog to find out more about the pros and cons of fluoride.
- Children with severe tooth decay, or those who are not able to tolerate treatment in the dental chair, will be referred to the hospital for further care by one of our community hospital dentists. There is currently a 2-3 month wait list for these services. We do not have a paediatric dental specialist in the community; the closest office is in Kelowna and they have at least a 3 month wait list.
- We do not offer discounts for the "Healthy Kids" service plan; the balance will be due at the time of the completion of care. There is a dental clinic in Nelson that does take this plan pricing that we can arrange referral to.

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.