



WELCOME TO NELSON AVENUE DENTAL

YOUR FIRST VISIT

- We are temporarily located at 310 Hall Street in Nelson, BC
- There is pay street parking on Vernon street and one accessible spot out front.
- Please arrive 15 minutes before your first 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.
- If you have recent x-rays you want us to use, please send them ahead of time.
- Masks are available for those who choose to wear one; please do reschedule your appointment if you have are under the weather or have any cold sores.

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. You can discuss this with your insurance provider.
- 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.
- We are participating in the Canadian Dental Care Plan but at our fees. It is not 100% 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 required for a complete examination.
- The dentist, dental hygienist, and assistants will be involved in the examination process.
- Diagnoses, treatment options and cost estimates will be discussed with you before providing care.

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



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CHILDREN/FAMILIES

- We welcome families at the practice; kids do love it here! There is cool Lego and we have toy dispensers for prizes.
- The first visit for a very young child may be a simple “office orientation” where they get to come and get to experience going to the dentist for fun.
- We are a PRO-FLUORIDE practice but will ask for your permission prior to application. Nothing fights cavities like fluoride and kids in our community have very high rates of tooth decay. In fact, we have one of the highest rates of hospital based dental care for toddlers in all of Canada.
- Children with severe tooth decay, or those who are 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/Penticton and they have at least a 3 month wait list.

GENERAL POLICIES

- Please arrive 10 minutes early for your routine appointment; we really do not like running late. If you are very late for your appointment, it will be cancelled and a \$150 missed appointment fee may apply.
- If you are under the weather, please reschedule. Try to give us advanced notice please.
- A \$150 cancellation fee may apply to missed appointments or last minute changes.

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