



Melvin A. Ehrlich, D.D.S., P.C.

“Dr. Mel”

Pediatric Dentistry

Dear Parent,

WELCOME! It is our desire that all your visits to our office be pleasant and rewarding for both you and your child (ren). My staff and I believe that all dental visits should be happy, fun-filled learning experiences. Your aim as a parent, and ours as a pediatric dental team, are the same--to keep your child's teeth and mouth in good health and to make the process of doing this enjoyable for the child, parent and dental team.

If this is your child's first visit you may help him/her prepare for this experience. Let them know that we will count their teeth, show him/her how to brush, and possibly take a "picture" (X-ray). Please try not to discuss any bad experiences of your own or others since any anxiety on your part may be transferred to your child. Also, please avoid using any fear-provoking terms such as "hurt," "drill," "pull," and "needle." Rest assured that everything we do will be fully explained and shown to your child.

We generally prefer that you allow your child to be treated without you present; we've found that this approach actually makes the adjustment to this new environment easier and helps us gain your child's trust. We do occasionally make exceptions to this policy for our very youngest patients (under age three). If you are invited to join us in the treatment area we request that you join us as a "silent partner" so that we can keep your child's attention focused, free from distractions. If you choose to leave the office while your child is being treated, please alert my front desk staff so that they can check with me to make sure I don't need to speak with you about anything concerning your child's care.

We emphasize prevention and recommend early tooth brushing and controlled intake of dietary sweets. We will also help you customize the proper fluoride treatment program for your child. Remember, primary (baby) teeth are extremely important for the digestion of food, keeping space for the permanent teeth, and stimulating correct growth. Proper care of all the teeth is also important in the development of speech habits and play a role in your child's emotional development as they become more conscious of their appearance. We will do everything possible to preserve your child's teeth while encouraging them to become calm and cooperative dental patients.

Please see reverse for details of our office policies.

We look forward to meeting you and your child (ren) on _____ at _____.

Thank you for entrusting our office with caring for your child's dental health.

Sincerely,

P.S. Please take a moment to completely fill out the enclosed Acquaintance Form and be sure to bring it with you on the day of your child's appointment. If you have any questions about this form, or any other issues, do not hesitate to ask.

EMERGENCIES AND MOUTH INJURIES

In case of injury, bleeding, pain, or infection, we will always attempt to see your child as soon as possible. If your child does injure a tooth, call the office without delay so we can jointly decide if immediate treatment is necessary. If a tooth is knocked out, place it in a cup of milk and call the office at once. We employ an electronic paging system so that Dr. Ehrlich can be reached at any time if an emergency does occur.

SCHEDULING PROTOCOL

Just about every parent wants their child to come during non-school hours. As you can imagine, this is not possible. To accommodate the most children during these highly desirable times, we generally reserve them for check-ups and other easy procedures. Very young children, and those who need a little extra time for one-on-one concentrated treatment, are always scheduled early in the morning. Most fillings and other restorative treatments are scheduled during school hours.

We realize that this may present a conflict with your child's schooling, but we've found most schools understand the importance of your child's dental and overall health. You have my assurance that I will make every attempt to minimize your child's time away from school.

We ask that you provide us with at least 24 hours notice of any canceled appointment so that we might use the time we have reserved for you for another child. If you do not extend us this courtesy we will bill you a \$25 broken appointment charge that will be used to help with our Wee Care/Free Care programs.

FINANCIAL POLICIES

Payment is expected at the time of service. Payment can be made by cash, check or credit card. Failure to pay at each visit will result in a five dollar monthly billing charge unless prior arrangements have been made. Extensive treatment can be paid via a payment plan (maximum time = six months).

We are pleased that many families now have dental insurance, and we will be happy to help you receive the maximum benefits available under your policy. Our staff will gladly file your insurance form at the completion of your child's treatment. It is important that you remember to complete your section of the form and sign it so that your claim may be processed.

We will accept assignment of benefits from your insurance carrier provided that you pay your estimated balance at the time of service or allow us to charge any uncovered balance remaining after 90 days to your credit card. A form will be provided for this arrangement.

Please be aware that the adult that brings the child to the appointment is responsible for making payment for the services rendered regardless of the insurance involvement.

COMMUNITY OUTREACH PROGRAMS

Our staff is available to speak to local youth or parent groups and community or professional organizations, and to visit schools and pre-schools. We will also work with teachers or students on oral health projects. Please call for more information.

NEW PATIENTS

We continue to welcome new patients into our practice. We strive to provide the best and most advanced pediatric dental care possible. Our practice has grown as a response to positive word of mouth from dentists, pediatricians and patients. We would be honored if you chose to recommend us to your family and friends.

QUESTIONS

We have a very open phone policy and encourage you to call with any questions you have regarding any issues about the dental care of children from teething, thumbsucking, fluoride or sealants to questions regarding our infection control procedures, the use of general anesthesia and laughing gas, or doctor and staff education. Please feel free to call with any questions and Dr. Ehrlich will speak with you personally.