LISA J. MURRAY, D.M.D., P.C.

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On behalf of staff, and myself I would like to welcome you to the practice!!! Our ultimate goal is to create lifelong partnerships with our patients in order to provide the best care and results.

Our Beliefs!

We believe in treating the whole mouth and not just one tooth. We believe that through proper preventative care and regular dental visits it may be expected that most of our patients will keep all of their teeth for their whole lives.

Our patients can expect from us:

1. A high degree of professional skill and ability
2. A dedication to your oral health
3. A minimization of costly reconstructive work through proper preventative care
4. The highest effort to make your visit as comfortable as possible
5. Fees that are fair for the services provided

What we expect of our committed patients in return for our best efforts:

1. Cooperation in making and keeping appointments (our courtesy guidelines are attached)
2. Win-win, definitive financial arrangements that allows for ideal treatment options, customized for you
3. Complete familiarization with your dental insurance package so that we can partner with you to maximize your benefits!
4. A conscientious effort towards good oral hygiene
5. Regular preventative care visits in order to maintain optimum oral health

When we work together with our patients – we can accomplish a lifetime of ideal health and well being!

*Good things to know to make your experience as comfortable as possible:*

**YOUR OVERALL HEALTH:**

Because our patients overall health is important to us. If you have ever had or have a heart murmur, prosthetic joint replacement, prosthetic heart valve or history of endocarditis, please check with your physician as to whether or not you will need to be pre-medicated with antibiotics for your dental visits. If you have any of the above, and your physician has stated you do **not** need to be pre-medicated, please have them fax or send a letter stating premedication is not necessary for dental visits.

**YOUR DENTAL HEALTH:**

Through our dedication to ideal care, we hope our patients will trust in our recommendations in helping them achieve oral health for a lifetime. Thus some of our patients may choose prosthetic dentistry, which includes crowns, bridges, and implants, partial and full dentures. Treatment plans may include endodontics (root canals) and periodontal (gum) surgery. In order to customize the right solution for each unique patient, we will also provide, alternatives choices for your treatment that may fit your health, financial and schedule needs more appropriately. Whichever treatment path you choose, we will always include an estimate of time, number of appointments and approximate cost so that you may plan ahead and fully commit to your long term care.

**YOUR FINANCIAL OPTIONS**: In order to maintain operation of our dental practice and achieve the highest standard of care, it is important that our patients are accountable for payment for services when treatment is rendered. Our goal is to work with our patients to make sure that they never have to compromise their clinical care due to financial or insurance obstacles. Because we know dentistry is a worthy and important investment, our team will be happy to discuss financial options that will work for each and every patient we serve.

If you have insurance to help with your dental needs, our goal is to help you understand your benefit package and maximize your options. We make our best attempt to estimate what benefit your insurance provides. Our office participates with four dental insurance plans as an “in network” provider: Delta Dental Premier, Blue Cross Blue Shield Dental Blue, Altus and Metlife. For any insurance not mentioned above we will work with you to gather the right information to confirm the guidelines put forth by your carrier regarding in and out of network policies. For more information about how we can support your insurance needs both in and out of network, we welcome you to set up a conference with our financial coordinator!

**YOUR APPOINTMENTS:** As a courtesy, our patients really appreciate a call, email and/or text as a reminder and to answer any last minute questions before their next appointment. Longer appointments will receive a courtesy call a week in advance. We are always mindful and careful with the schedule/time patients devote to their dental health and we expect the same.

In order to keep an ideal schedule for all of our patients, if you are unable to keep your appointment, please contact the office at least 48 hours in advance. If an appointment is broken without notice or canceled less than 48 hours, we may implement further guidelines that we have adapted to prevent last minute cancellations. It is our intention that with stronger time guidelines, we can respect and honor the needs of all patients and not to be perceived as punitive. We are always here to help and certainly have your best interests at heart. If there are any obstacles or barriers that are preventing you from maintaining a committed schedule, our team is ready to be of assistance.

I have read and understand the office guidelines of Lisa J. Murray, D.M.D., P.C.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_\_\_\_\_\_

Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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