



## **NEW LAMBTON FAMILY DENTAL**

Welcome to our practice! We are pleased that you have chosen us to provide your dental care and are always excited to see new faces coming through our doors.

It is our optimal goal to provide you and your family the highest quality dental care, while maintaining a friendly and relaxing environment. To keep our standard of care to a level which best serves your dental needs, we ask you please observe the following guidelines:

### Appointments

Your appointment is considered confirmed at the time of the booking. This means we reserved the time with our dentist, assistant and hygienist especially for you. Although we will contact you prior to a schedule appointment with a courtesy reminder, it is ultimately your responsibility to make sure that you arrive for the appointment on time.

### Medical/Dental Updates

Changes to your general medical health have an impact on your dental health. It is important that you keep us up to date regarding your overall health, and on medications you are taking. Be sure to bring a list of any medications you are taking to your first visit, and continue to update us as things change.

### Cancellation Policy

There are often times when our patients require emergency treatment and therefore require appointments as soon as possible. The practice requires a minimum of 24 hours' notice if an appointment must be altered. This will allow us to reallocate your time to another patient. A \$50 fee will be assessed for any short-notice cancellations. In the event that no notice is given and patient does not show up for their scheduled appointment, a \$60 fee will be assessed.

### Your First Appointment

In this appointment your Dentist will complete a comprehensive oral examination. This includes a complete review of your medical and dental history, all necessary x-rays an intra and extra-oral photos, oral cancer screening, periodontal evaluation, and examination of your teeth and soft tissues. Following this examination, your dentist will discuss their findings with you, coordinate a treatment plan you are comfortable with, and then schedule you accordingly. You can expect to spend at least an 1 hour for this visit.

We look forward to meeting you at your visit. If there is anything that we can do to enhance your experience in our practice or if you have any further questions, please feel free to contact us on 0249 539 594.

Thank you again, for choosing New Lambton Family Dental to deliver your Great Smile.

**DELIVERING  
GREAT SMILES**