

## WELCOME TO OUR OFFICE

We appreciate your decision in allowing us to provide you with the necessary quality dentistry that you deserve. The information contained in this brochure is an attempt to help answer some of the questions you may have concerning our office. Our goal is to provide top quality dental care for your entire family in a pleasant environment and as efficiently as possible. Therefore, for your comfort we provide Nitrous Oxide (laughing gas) free of charge and TVs in every treatment room. If our patients are happy, then we are happy!

## OFFICE HOURS

Mon, Tues, Thurs, Friday...8:00a.m.- 5:00p.m.  
Wednesday.....8:00a.m.- 12:00p.m.

Our office will be closed occasionally when the doctors and staff are attending continuing education programs to increase our skills and knowledge of the latest developments in dentistry in order to serve you better.

## APPOINTMENTS AND CANCELLATIONS

To make an appointment, please call 262-5273 and talk with one of our receptionists. She will make every effort to arrange a convenient time for you. If you are having any dental discomfort, please let us know as early in the day as possible so we can see you the same day.

If it is necessary to cancel an **appointment**, we ask that you give us as much notice as possible . . . at least 24 hours . . . so that your previously reserved time can be made available to another patient. Patients who consistently miss appointments without notice, will not be rescheduled.

**Appointment delays** unfortunately do occur in our office occasionally. We realize that your time is also valuable and we schedule appointments accordingly. Delays happen usually due to our efforts to work into our schedule a patient who has a dental emergency. We ask for your understanding if this should occur. We always provide this emergency service to all our patients.

## SERVICES AVAILABLE

Fillings - silver and tooth colored  
Crowns & Bridges  
Dentures & Partial  
Root Canals  
Invisalign ("invisible braces")  
Bonding  
Oral Surgery  
Sealants for children's teeth  
Preventive & Periodontal- gum treatment  
Consultations  
Children's Dentistry  
Cosmetic Dentistry - Veneers, Bleaching  
Nitrous Oxide ( laughing gas)  
Intra Oral Camera in each treatment room

## CHANGES IN YOUR MEDICAL HISTORY

So that we can take every necessary precaution when providing excellent care, please notify us of any change in your medical history. Also, please inform us of any change

in name, address, phone number, marital status, employment or insurance coverage.

## RECALL VISITS

Once the basic portion of your dentistry is completed, we will schedule recall appointments for your periodic dental cleanings and examinations at regular intervals. The time between appointments will vary depending on your individual care requirements.

We hope you share in our belief that regular preventive dental health care is a sound investment. While the responsibility for returning for this treatment rests primarily with you, we will provide the service of reminding you by phone or mail.

## FINANCIAL POLICY

We have made and will continue to make every effort to keep down the cost of your dental care. Our policy is to request payment at the time of your dental treatment. We try to avoid sending statements, because the cost of paperwork, postage and manpower affects our fees.

We do our best to adjust to our patients' needs in planning for the investment in superior dental health. Our treatment coordinator will work with you to arrange a treatment plan that fits your timetable and budget. We will be happy to discuss every procedure and fee before we start, plus help you arrange for payment, as several methods are acceptable. Please ask one of our receptionists any questions you may have.

## INSURANCE

As a convenience to our patients with dental insurance, our office will submit the charges to your insurance carrier at no extra cost. We do ask that you provide us with dental claim forms.

Please understand that your insurance is a contract between you and the insurance company. No insurance company covers all dental costs. Some companies pay fixed allowances for certain procedures and others pay a percentage of the charge.

It usually takes three to six weeks for benefits to be paid. If after 60 days the insurance company has not paid, we ask the patient to pay the balance of their account. We will continue to seek settlement from your insurance company for a reasonable period of time. It may be necessary for the patients to contact their insurance company to expedite payment.

## PATIENT REFERRALS

Our practice has grown thanks to our patient referrals. We regard it as a vote of confidence when one of our patients recommends a friend, co-worker or family member to our office. We welcome and accept new patients and appreciate these referrals.

Time: \_\_\_\_\_

Date: \_\_\_\_\_

Your Appointment is:

Dr. Joe Steven, Jr.  
232 N. Seneca  
Wichita, KS 67203

# Welcome to Riverside Dental

*Office of:*

**Joe Steven, Jr., D.D.S.**  
**Jasmin Steven Rupp, D.D.S.**



232 N. Seneca  
Wichita, KS 67203

**(316) 262-5273**