



## What You Can Expect from Our Dental Office!



Diane G. Nogalo, D.D.S.



Aleksandra Arabadzic



Jaime Harper, R.D.H.



Julie Szilagyi, R.D.H.



Jonee Farrell, R.D.H.

Aleksandra Arabadzic is Dr. Nogalo's dental assistant. She works alongside Dr. Nogalo is providing your restorative treatment. "Aleks" (as we affectionately call her) also translates for our Croatian speaking patients. Aleks moved from Europe to the United States nine years ago with her family. She's been a member of our team for almost four years and enjoys working with our team.

Jaime Harper, R.D.H. is one of our dental hygienists. She has been practicing for ten years, eight of which have been with Dr. Nogalo. She has a gentle approach and builds strong relationships with her patients. Jaime puts great effort in gaining the trust of her patient's which helps her work well with patients that are anxious and have had bad past experiences. She travels a distance to work but feels its well worth it because of friendships she's made throughout the years and truly enjoys the fine ladies that she works with everyday.

Julie Szilagyi, R.D.H. - Office Manager became a dental hygienist eleven years ago. She currently utilizes her skills to manage our practice. She enjoys administration which makes this a good fit for her. Like Jaime she has worked with Dr. Nogalo for eight years! Julie prides herself on making sure our patients have a good experience "at the front desk". From insurance questions to scheduling it's her goal to make it as hassle free as possible. She truly enjoys the relationships she's built with our patients over the years and is grateful for our staff.

Jonee Farrell, R.D.H. is the newest dental hygienist on our team having joined us in August of 2008. After raising her three children, Jonee went back to school to study dental hygiene and graduated from Cuyahoga Community College in May of 2008. As a recent graduate, "quality patient care" was the primary criteria Jonee was looking for in a dental practice. Jonee is very grateful to be working with a team of such professional, dedicated and warm individuals.

By Jaime Harper

Have you ever felt like a number without any significance? Or have you ever needed information and been unable to find a contact number?

*Recently, I tried to access a site on the internet and quickly ran into a hurdle. I was unable to find any contact information. This company's website didn't list a telephone number. The only way to contact them was to send an email and wait for someone to respond. There was no way to get an immediate response for an urgent situation. I was so frustrated; wondering how this company could really satisfy their customers. I needed to talk to someone to get my questions answered and there was **no** way to do that. This company made itself virtually inaccessible.*

As I was sitting there, a frustrated consumer, I was grateful for the dental office in which I work.

I work with five caring, hard working and responsible women. Dr. Nogalo has implemented a team that works well together yet each brings something unique and beneficial to our practice. Because we all work so well together we are more efficient and better able to serve our patients.

We all enjoy our jobs to the fullest which makes a big difference. As a team we pride ourselves on building trusting relationships with our patients. We aim to take confusion and fear out of dental treatment and dental insurance. Our patients leave our office happy with their service and regularly comment on the comfortable atmosphere in our office.

Dr. Nogalo is a very kind, gentle, and patient dentist. Most anxious patients become great patients because they finally can come to a

dentist they can trust will not hurt them. Along with doing an excellent job patient comfort is our goal.

She believes very strongly in providing up-to-date technology and does not believe in cutting any corners. That is why you can expect full periodontal and oral cancer screening as well as digital radiography and intra-oral pictures. Our new patient appointment is 90 minutes because Dr. Nogalo strongly believes in patient education. That time allows us to complete oral hygiene instruction as well as discuss necessary restorative dentistry. We have tools that help us better educate you about our dentistry. Our patients leave our office understanding the difference between their restorative options, so they can make an educated choice about treatment.

As a new patient your insurance will be verified before your first appointment. We do this, so we know the limits of your dental insurance policy and can communicate them to you. If restorative (fillings, crowns, dentures etc.) treatment is advised you will receive a treatment plan

which will show an **estimation** of what we expect your insurance will pay and what your **estimated** out of pocket expense will be. Please remember we cannot fully guarantee how an insurance company will pay any claim. Rest assured that if you have any questions, whether it is in regards to insurance or a dental emergency your call will be returned in a timely manner. We have a website to better serve our patients where you can request appointments, learn about procedures and check out our staff.

We still believe in good old customer service that starts with a friendly smile and a helpful hand. If you're looking for an honest and reliable dentist that you can trust-look no further. No waiting, no run around just an honest approach to a once feared subject, the dentist.

We are preferred providers for the following insurance plans:  
**Metlife • Aetna  
Guardian  
Delta Premier**

Experience total health dentistry...  
...in a spa-like atmosphere.

- Ask us about our "Whitening for Life" program
- Porcelain restorations in one appointment
- Up-to-date education and empowerment about your total health
- Day and evening appt's available
- Amalgam [mercury]-free
- Tranquil, relaxing atmosphere
- We specialize in patient comfort



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