



Black Hills Pediatric Dentistry
700 Sheridan Lake Road
Rapid City, SD 57702
605-341-3068
bhpediatricdentistry.com

New Patient Information For Our Parents

Dear Parent,

We welcome you and your child to our practice. We appreciate the opportunity to apply our care, skill and judgment to your child's total dental needs. Recognizing that our office represents a new experience for you and your child, we offer the following information about our office.

Along with the American Academy of Pediatric Dentistry and American Academy of Pediatrics, we recommend that the first dental examination be by 12 months of age. Many problems, which might develop otherwise, may be prevented. A thorough prevention program is the most important reason to begin pediatric care. Cavities at an early age is not uncommon, and the earlier the dental visit, the earlier prevention can begin. In much the same way your Pediatrician is trying to give your child the best possible start physically in life, we feel the same way about the oral cavity. Early examination and counseling is the best way to ensure your child gets the best possible dental start which will hopefully carry them into adulthood.

"Baby teeth" (primary teeth) are just as important as permanent teeth for chewing, speaking, and appearance. In addition, the primary teeth hold the space in the jaws for the permanent teeth. Both primary and permanent teeth help give the face its shape and form. These teeth can develop decay and infection in the same manner as adult teeth resulting in pain. If lost prematurely, nearby teeth can tip or move into the vacant space. This can cause space problems for the adult teeth, which may require orthodontic treatment to correct. So, lets keep those "baby teeth" healthy!

Before the first visit

If necessary, discuss the positive aspects of dentistry with your child. Convey good feelings about dental visits. Expect your child to react well and enjoy the first visit to our office and chances are he/she will do exactly that. Here is some additional advice:

Do's:

*On the day of the visit, say only that "we are going to see the dentist and they are going to count your teeth and clean them." If other questions arise, tell your child you do not have the answers, but to ask us. This way, inadvertent comments that may provoke fear or anxiety in your child may be avoided.

*Tell us about your child before the appointment, including any special needs or medical issues.

Do Not:

- *Do not make any promises about what the dentist "will" or "will not" do.
- *Do not encourage your child to hear stories, good or bad, about the experiences others have had with their dentist. What might be a "good" story to one child may build anxiety or fear for another.
- *Do not communicate your own fears to your child
- *Do not use bribery or threats to encourage good behavior.
- *Do not use negative words such as "hurt", "shot", "pull", "drill", or "cavity" in front of your child
- *Do not threaten your child with the work that we may or may not have to do for any reason.

Medical History Form:

Please complete the enclosed or our online medical history form and bring it with you for the first appointment. For your child's safety and in order to provide them with optimum treatment we will ask that you fill out a new medical history form every two years. If you need additional forms please go to our website at bhpediatricdentistry.com.

Your Child's Visit:

Your child's first visit will consist of an examination, and only if necessary, digital (X-rays) images taken. If appropriate a cleaning and a topical fluoride treatment will be accomplished. Consultation with the Doctor, oral hygiene instructions and any subsequent necessary visits will be discussed.

Although you may try to help your child with their dental experience, it would be in their best interest if you allow the doctor to guide your child. When there is more than one person speaking at a time often children become confused, and it is not unusual for the parent to inadvertently agitate or promote anxiety. We are specially trained to avoid those words and actions that may upset your child. Therefore we find that most children do better without their parents, and it allows us an opportunity to establish rapport with your child. If we determine that your presence is necessary, the examination would be greatly enhanced if you assume the role of a silent observer. Our objective is to gain your child's confidence and overcome any apprehension.

For the safety and privacy of all patients, other adults or children not seen at this appointment should remain in the reception room. Children in the reception room will need a supervisory adult with them.

Please do not be upset if your child cries. Children are often afraid of anything new and strange, and crying is a normal reaction to fear of the unknown. Our training helps us to address your children's fears in such a way as to guide their behavior in a constructive direction. As your child's familiarity with our office and procedures increases, their experiences will become more positive. An accounting of services to be rendered and the costs involved will be given to you should your child need to return for treatment.

Scheduling Guidelines

We are aware of school policies, which make it more difficult for children to be out of school for any reason. However, medical and dental appointments are EXCUSED ABSENCES with a doctor's school pass and signature stating the child was in the office.

Although we would like to see all school-aged patients after school, this is not always possible. Therefore, to make certain everyone has a fair share of after school appointment, the following guidelines have been set. Please help us help your child.

1. Children under the age of five years old will be scheduled in the morning only.
2. Operative Appointments will be scheduled as needed and as specified by our Doctors. These appointments fill up fast therefore we can not guarantee a after school time for your school age child.
3. Coming late for an appointment may require rescheduling so we do not keep other patients waiting. Please call if you are going to be late and we will try to work you back into the schedule if it is possible.
4. If you can not keep your appointment, give us 48 hours notice. This courtesy makes it possible to give your appointment time to another patient who needs to see the doctors. Our verification messages are courtesies. Keeping the scheduled appointment time is your obligation. If an appointment needs to be changed or canceled please give our office at least 24 hours in advance in order to avoid a broken appointment charge of \$50.00 per child.

"Children's Time"

Our objective is to always get patients in at the time scheduled. As parents, you are well aware that children do not always allow us to achieve the goals planned for them as intended. In Pediatric

Dentistry those obstacles are much more magnified by virtue of the nature of the work. Our office operates on "children's time" will invariably cause some delays. Because of this, we do apologize for running behind, occasionally. Be reassured that we are taking care of your child in the same kind of caring manner.

Infectious Disease Control

When you visit our office, you will observe the many measures practiced by the doctors and our team to ensure the security of your child's health. We take pride in the fact that we exceed the standards of sterilization guidelines established by the CDC.

Emergency Care

If an emergency arises and it is after business hours you will be advised of a number you may call on our night message. This number is to our on call service whom will get into contact with the doctor on call and they will respond to you in a short period of time.

In the event of an emergency during office hours, our office will do their best to get your child in and seen as soon as possible. We may not be able to complete treatment on the day we get your child in but we will do our best to get your child out of pain so that they may be put into a scheduled time slot. Please accept our apologies ahead of time and understand that we have frequent unscheduled pain or accident appointments, therefore there may be on occasion delays in your child's appointment.

Recare and Operative Visits

We hope that you share in our belief that regular preventive dental health care is a sound investment. While the responsibility for returning for this treatment rest with you, we will provide the service of contacting you when it is time to return. At this time of your recall visit, please advise the office of any changes in address, telephone number, health or medications your child may be taking.

If a caregiver brings your child and you do not have them listed on our legal consent form, please provide the permission for us to do all that is necessary for a particular visit. Please provide them with the pertinent history changes and permission for any treatment necessary. Should you have specific instructions or requests provide them in writing. If there are any questions concerning the visit, feel free to contact our office.

Which Doctor will I be seeing?

Many of the children see all the doctors. This is beneficial in that it enables you and your child to feel comfortable with them if one is unavailable and will help to expedite treatment. It will also help your scheduling of appointments. Although many of our patients are very satisfied with each member of our group, we will be more than happy to fulfill your request to see a specific doctor. Because certain days and hours are reserved by many of our parents in advance we would appreciate flexibility on your part in that request. If your child requires immediate attention, it may be in their best interest to see the doctor who can accomplish treatment in the most expeditious manner.

Payment

Please be aware that the parent or caregiver bringing the child to our office is legally responsible for payment of all charges. We cannot send statements to others. As a courtesy our office will file **most** insurance claims. You are responsible for all co-payments or balance due at the time of your child's visit.

Black Hills Pediatric Dentistry.com

Visit our website for additional information regarding our office and the dental health of your child. We look forward to seeing you soon!