

**How does your dentist keep up to date on all of the current techniques and materials?**

All our dentists each take part in formal continuing education courses each year as well as personal study. They are committed to maintaining and enhancing their skills and their knowledge of cosmetic, restorative, preventive, orthodontic and general dental procedures.

**Do you accept referrals?**

We welcome anyone referred by other dentists or by our current patients. We appreciate your referrals because we like to serve like minded people who are looking for the comprehensive dental care philosophy we are proud to provide.

**Do you accept my insurance?**

Your dental insurance policy is a contract between you and your insurance company. Insurance policies often differ in what they cover, but many do not cover cosmetic dental procedures. To simplify procedures for everyone, we ask that you pay at the time of service and then obtain any reimbursement directly from your insurance company. We will be happy to assist you in completing the necessary paperwork and providing copies of any information that you need.

**I have a temporary crown in my mouth. What happens if it comes off or breaks?**

During the visit when you receive your temporary crown, we'll explain what to do if it breaks or comes off. Generally, the best thing to do is call our office and ask to come in; we'll either remake it or cement it back in place. Always take extra care with temporary crowns as they are secured with soft cement only. If you dislodge the temporary, we suggest that you gently push it back on the tooth. It will fit precisely and will hold until you can get to see us. Please do not attempt to glue it onto the tooth in any way.

**What different payment options do you provide?**

We accept all major cash, cheque, switch/maestro, laser, credit card, euros and euro cheques.

**How can I ask the dentist a question directly?**

We're always willing to answer any questions you may have about dental treatments. All you have to do is ask us during an appointment, or call us or email us if a question arises at other times. We'll return your call or email as quickly as possible.

**What precautions do you take to ensure patient safety?**

We protect our patients in many ways, starting with state-of-the-art sterilization equipment and the use of facemasks and gloves. We take our patients' current health histories, and our staff also have current CPR training.

**What makes you different from any other dental practice I can visit?**

There are many things that set us apart, including the extensive training that our dentists and staff members have gone through. You'll also find that our level of patient care is truly top notch. Specifically, we call our patients members of our practice, and we treat everyone as we would all honoured visitors. Our goal is to make you our friends as well as our guests by building a long-term relationship.

**My gums bleed after I brush. Is this something to be concerned about?**

Bleeding gums are an early, warning sign of periodontal or gum disease and should not be ignored. Our dentist has been specially trained to treat periodontal disease and to get it under control.

**I really do not like visiting the dentist. Is there anything you can do to help me relax?**

If you're fearful about visiting the dentist, please let us know. We have many ways to help patients relax; the most useful of these is happy air. This dissociates you from what is happening and you can relax. We can also prescribe mild sedatives that can be used before dental procedures to make you feel more comfortable.

**Crowns, veneers, onlays and inlays where can I learn more about these procedures?**

Anyone in our practice will be glad to explain them to you. We have many types of visual aids to help you understand any dental procedure.

**I brush every day, but my breath is just not fresh. Is there anything I can do?**

Persistent bad breath may be a sign of underlying problems, including periodontal problems or decay under older dental work. The best thing to do is call our office for an evaluation appointment.

**Do I have to floss every day? Is it really that important?**

It is important to clean every surface of every tooth every day. So yes, daily flossing or interdental cleaning with small brushes truly is important to your overall oral health.

**I want my front teeth to look better, but I do not want to wear braces. What would you recommend?**

There are several options that you could consider, including veneers, whitening, or Invisalign invisible braces. We'd be glad to discuss your individual situation with you and to make recommendations.

**How can I safely whiten my teeth?**

You have several choices, any of which may be the right answer to whiten your smile. First, a process called bonding restores teeth that are chipped, cracked, misaligned or discoloured. We simply use a porcelain material to rebuild your teeth and make them look natural. For dramatic and durable results, we can place thin ceramic shells called porcelain veneers onto the surface of your teeth. Alternatively, bleaching can lighten stains caused by tea, coffee, food, smoking or age, using an at-home bleaching kit or an in-office supervised treatment. We can help evaluate your potential for whitening your teeth, based on their current colour and the causes of any discoloration. Please call our office, and we'll be happy to set up a complimentary cosmetic dentistry consultation.