

Dr NF Green-Thompson

SPECIALIST ORTHODONTIST

BDS MSc (Dent) MDent (Witwatersrand) FCD (SA) Orthodontics

Pr. No: 0447412

WELCOME TO OUR ORTHODONTIC OFFICE.

WE WOULD LIKE TO TAKE THIS OPPORTUNITY TO INFORM YOU A LITTLE ABOUT THE SEQUENCE OF EVENTS THAT WILL BE FOLLOWED IN OUR PRACTICE AND THE PRACTICE POLICIES.

Orthodontics is the branch of dental specialities which involves the correction of malposition of the teeth and jaws leading to the establishment of pleasing facial aesthetics, sound dental occlusion and function within a healthy oral environment with the best possible stability of this position of the teeth and jaws. The corrected position of the teeth and jaws may have a profound impact on the soft tissues of the face necessitating a thorough and detailed analysis of the facial hard and soft tissues that will be affected by the treatment.

Please take your time to read the following information carefully. Should there be any queries, we will be glad to explain further. Should a copy of this welcome letter be required for your records, please do not hesitate to request this. ***Please do not take this copy away with you.***

THE FIRST VISIT- DIAGNOSTIC RECORDS AND COMPREHENSIVE EXAMINATION.

The **first appointment** will involve an in depth examination of the face and the dentition. The diagnostic records required to facilitate this examination may vary for each patient. A **SPECIALIST CONSULTATION FEE** will be charged for **AT THE FIRST VISIT**. This does not cover the costs of all the diagnostic records required which will be billed separately, and are detailed as follows.

The records are comprised of **DIAGNOSTIC RADIOGRAPHS** (X-rays), i.e, panoramic (frontal view) and lateral cephalometric (side view) films, and may also include a view of the hand-wrist which allows us to assess the growth status of the patient. This is very important as the modification of the growth of the jaws is often an integral part of successful orthodontic treatment. **DENTAL IMPRESSIONS** ('moulds') of the teeth will be taken in order to pour study models which are the plaster replicas of the patient's teeth in occlusion. This allows a physical example of the teeth prior to treatment to serve as a record throughout treatment as well as an important treatment planning tool. **CLINICAL PHOTOGRAPHS** will also be required to enable a

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record of the facial tissues in various positions and the teeth at various angles in order to ensure that the case is correctly analysed and also serves as a record of the hard and soft tissues prior to any treatment. These photographs capture small things that even the patient may not have noticed, e.g. white spots on the teeth or triangles of space between teeth.

After all this, an appointment will be made for a **CASE DISCUSSION**. This appointment includes a detailed explanation of the findings of the investigations, well as the options that might be available in order to correct any dental and/or skeletal malpositions.

THE CASE DISCUSSION

In the case of a child patient, the patient is most welcome and seen as an integral part of the case discussion. This appointment is arranged at the convenience of both the parents and the patient, and is aimed at conveying the results of the diagnostic records as well as the detailing of the treatment plan. There is no additional fee levied for this appointment. The financial aspects of the treatment will also be discussed. Please note that this fee for the first appointment must be settled in full before we proceed with the case discussion, which is included in this first account. Please feel free to discuss payment with the orthodontist as all monies will be accepted by the orthodontist, and not at the reception. Please take note that we do not accept cheques. We also do not deal with any medical aid schemes, although we will provide you with the necessary documents to facilitate your dealings with them. All financial obligations in this practice will be dealt with strictly between the orthodontist and the patient/ parent.

Please take care to settle all accounts timeously. Once treatment has begun, these will be presented at your subsequent appointments during treatment should we see you on a regular monthly basis, but if this is not the case, please do see that the payments are kept regular (monthly), as these monthly payments are a convenience to the patient in order to facilitate ease of payment of the balance of the treatment on an interest free basis. Should you prefer a mailed monthly statement, whether email or SA post office ('snail mail!'), please indicate this to us and we will gladly send it out as a reminder to you. Overdue accounts will not be tolerated and any costs incurred to obtain long standing overdue fees by means of an attorney or debt collector will be for the account of the patient. We do not want to resort to resort to this.

We thank you for the opportunity to introduce our practice and we look forward to a good working relationship together. We thank you for taking the time to read this introductory letter. Please feel free to ask any questions to clarify anything which may not be clear to you.

Sincerely,

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