

Prepare For Your Visit

All patients require a consultation with the doctor before any diagnosis and treatment options can be discussed. Minor and emergency surgery can sometimes be scheduled the same day as the consultation.

Please bring with you on your first visit:

- The referral slips from your dentist or physician.
- Any x-rays if applicable.
- A list of medications you are presently taking.
- The name and telephone number of your dentist, family doctor and medical specialists.
- Information about your dental insurance company including primary policy number, membership ID number and date of birth of the primary holder.
- Photo identification such as healthcard, driver's license, birth certificate or citizenship card.
- For patients on social services, a copy of your dental eligibility card for the current month.

Method of payment: Our office accepts visa, mastercard, debit or cash.

IMPORTANT:

- All patients under the age of 16 must be accompanied by a parent or guardian at the consultation visit.
- If necessary, an alternate decision maker should be present.
- If necessary, an interpreter should be present.
- A preoperative consultation and physical examination is necessary for patients who wish to have surgery done under general anesthesia.

ON ARRIVAL AT OUR OFFICE:

Please check in with the front desk receptionist.

You will be asked to complete a medical questionnaire on arrival. Please list all medical conditions you may have and any prescriptions and over the counter medications you are taking. Please read the details of how our office collects, uses and discloses patients' personal information.

X-RAYS

Once your appointment is booked we will require any recent x-rays that your dentist or physician has taken. Please bring the x-rays with you, either on film or x-rays printed on **a photo paper** or have them forwarded by mail or email to our office.

Our office is able to take the following digital x-rays: Computed Tomography, panoramic and periapical if they are not available.

Our email address for the Sheppard office is: 143@metropolitanoms.com.

Our email address for the Danforth office is: 815@metropolitanoms.com.

ANAESTHESIA:

Oral and maxillofacial surgery procedures can be accomplished free of pain using a combination of nitrous oxide, intravenous sedation, general anaesthesia and local anaesthesia.

The use of new narcotics, tranquilizers and ultra-short acting anaesthetic drugs, combined with local anaesthesia, allow patients to experience a state of sleep or sedation in comfort and safety.

A pleasant environment with skilled, attentive and congenial staff in a fully equipped outpatient setting provides this optimal care.

SCHEDULING:

Our office is open Monday to Thursday from 8 am to 5 pm, and Friday from 8:30 am to 3 pm. We will schedule your appointment as promptly as possible.

If you have pain or an emergency situation, every attempt will be made to see you. Due to the nature of our practice, we are frequently referred emergency patients. This can cause delays in our office schedule. We strive to provide all our patients with excellent care and service. We will provide every patient with careful attention and spend as much time as needed with each individual.

Please notify us **as soon as possible** if you are unable to keep your appointment.

Please call our **Sheppard office at 416-223-7292** or our **Danforth office at 416-922-3273** with any questions, or to schedule an appointment.

FEES AND INSURANCE

The doctors and staff will be pleased to discuss fees and payment arrangements with patients.

Patients are directly responsible to our office for the cost of treatment. Payment is due on the day of treatment.

Method of Payment: Our office accepts visa, mastercard, debit or cash.

If you have a new “chip” credit card, you need to know your PIN number to make payment on your account.

O.H.I.P.

1. O.H.I.P. does not cover office procedures.
2. O.H.I.P. does cover some surgical procedures performed in a hospital. The doctor will discuss these fees with patients.
3. O.H.I.P. no longer pays the **biopsy laboratory fee** for processing and diagnosing pathological tissue.

DENTAL INSURANCE:

Your dental insurance plan is a contract between you and your insurance company, not between the insurance company and your doctor. You are financially responsible for your account with our office. Our office does not receive payment from your insurance company, but we are able to submit your claims electronically.

1. We will be pleased to fill out your dental insurance forms or we will provide you with a standard form that you can submit to your insurance company for reimbursement. Please make sure you have all insurance details with you. We will require the name of your insurance company, policy number, membership or ID number and the name and date of birth of the primary holder.
2. Some insurance companies have restrictions on how much they will reimburse patients for surgery.
 - Some companies do not base their coverage on the current year's fee guide.
 - Some companies use a general practitioner's fee guide.
 - Some companies provide only partial coverage of services.
 - Some companies do not cover specified services.

Some insurance companies require that patients submit fees and codes before treatment. Our office will be pleased to provide you with these forms or we will email them to the insurance company for you. Your insurance company will contact you directly.

It is customary to pay for professional services when rendered. Any other arrangements for payment must be made in advance.