

YOUR GUIDE TO

SMILING WITH CONFIDENCE



Your dentists with a difference

There is always a reason to smile.

We can help you to put on
a confident smile again.

Pyes Pa Dentists
Your dentists with a difference



WHO WE ARE AND WHAT WE STAND FOR



Dentist Dr. Riaan Kriek B.Ch.D, PDD



Dentist Dr. Estee Kriek B.Ch.D, PDD

Our passion

Dentistry is about quality of life for you.

This means having full confidence, smiling and never covering your mouth when you speak.

We want to educate and help our patients to seek the best care possible, and to invest in dentistry that will improve their lives.

- To achieve this, we provide a one-stop shop for dental care.
- We take pride in providing the best dental care for our patients using the latest technology.
- We try to create the best homely experience you have ever had at a dentist.

COMMON COMPLAINTS...

Are you conscious of your smile?

Do you prefer the *Mona Lisa smile* with closed lips because you don't want people to see your teeth?

You may think you are alone with this problem, but it is a very common one.

Many of the patients who see us at Pyes Pa Dentists suffer from the same fundamental problem: they are ashamed and embarrassed of their teeth.

We are familiar with this situation and understand how you feel.

Bad teeth erode your confidence, affecting every aspect of your life, from shielding your mouth when talking to strangers to shying away from photographs.

The root cause of this problem varies, and often people believe that nothing can be done about their situation.

- You may have been told that there is no long-term solution available to you.
- Perhaps you have avoided seeing a dentist because you fear the worst.
- Or you have had unpleasant experiences with a dentist in the past and you are terrified of repeat performances.

But even if you feel that you are alone: each of the above describes the typical patient we see on a daily basis at Pyes Pa Dentists.

In order to help you regain your smile we have put together this guide so that you can see, at a glance that there are options available to you.

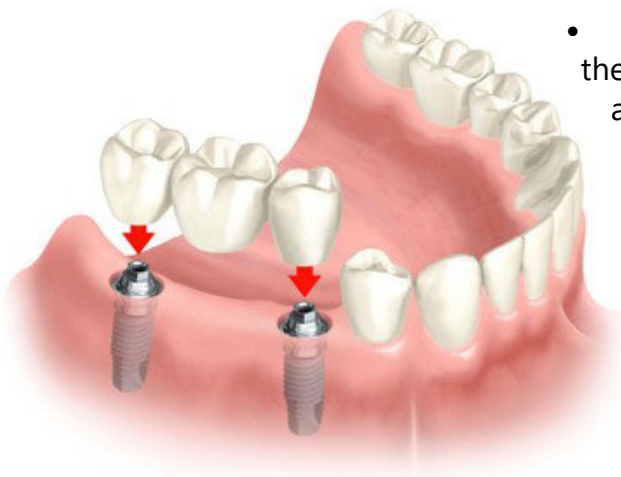


... AND COMMON WAYS TO TRANSFORM SMILES

- You have no teeth and have to wear dentures. These are loose and uncomfortable. You are too embarrassed to go out to a restaurant to eat.
- Most of your teeth are fine, but you have a part denture that you hate.
- You want to have implants fitted but you are terrified of dentists and don't think you could go through with it.



We know how you feel. Most people are apprehensive prior to their first visit. Afterwards they often wonder what they were worried about.



- You still have quite a few teeth of your own, but the gums are receding and the teeth are getting loose and sore. You dread the thought of wearing dentures.

There is an alternative to dentures. Using implants we can give you teeth that will function, feel and look much better than your failing teeth.

We can generally do most of the treatment in just one day so that you are not left without teeth.

- You don't like your smile but you don't want false looking teeth. What is the answer?

We are all different, and we all need a personal smile that reflects our individuality.

At Pyes Pa Dentists we make every smile to suit you, the individual.

You will be involved in the process at each stage to get just the look you want.



... AND COMMON WAYS TO TRANSFORM SMILES

- You have several crowns. The colour no longer matches, and they are grey at the gum line.

This is a common problem with old crowns that have a metal backing. Your crowns can be replaced with new crowns made of ceramic. These allow for an attractive, natural colour and no grey line.

- You want to make your teeth look bigger and brighter but still natural.

Teeth get thinner over the years and become stained. We can do a smile analysis and try different shapes of teeth to see what suits your face shape, personality and smile.

Then we can see how best to achieve the new look. The treatments which we use are tooth whitening, veneers, crowns, tooth re-contouring and bonding.

- You have a gap in your teeth where you are missing a tooth. It shows when you smile but you dread the thought of a denture.

This type of problem is usually easily fixed with either bridges or implants. Both solutions will give you fixed natural looking teeth.

- Your teeth are crooked and uneven. You are not sure if they can be straightened.

This depends on how crooked the teeth are. Tooth straightening may be suitable. However, even if it's not, then there are many other options available, such as veneers, crowns, tooth re-contouring and bonding.

WHAT PATIENTS SAY

Here are some genuine quotes we have taken from an online forum. We have not asked for testimonials—it is unsolicited patient feedback.

"Their service is second to none. They don't let you wait because they value your time. They have the most up-to-date equipment and are meticulous with regard to hygiene/sterility. I used Riaan Kriek's service, and I can say that he's got angelic, gentle hands. They charge average prices, but the service is certainly not average."

"Very nice atmosphere with very friendly and efficient dentists and supporting staff. Very latest equipment assists in making the visit as painless as possible."

"I had expected an extraction of a wisdom tooth to take longer. It was out quickly. Very satisfied with their friendly and efficient service."

"Excellent communication, top notch service. What more can I say?"

"This is now my new dentist... fantastic, kind, gentle and efficient."

"They are caring and concerned about cost. Excellent. Could not rate them highly enough."

"Excellent! They even a TV screen on the ceiling to take your mind off what's going on!"

WHAT YOU SHOULD KNOW ABOUT OUR PRICES

Dental services can be costly due to many economic factors. To be fair we have decided to only charge the Bay of Plenty average price for all our services. Only in extreme circumstances will prices vary upwards from this.

We do not, however, just give you average service! We have invested in ultra modern equipment. We use only top brand materials, and we attend regular courses to ensure we use modern treatment procedures.

Guarantee

Provided you see us for regular maintenance, we guarantee all ceramic for five years and all gold for seven years. This means that if anything breaks or comes off, we will replace it at no charge to you.

Large fillings are made out of resin and fill holes. We cannot guarantee large fillings. In most cases it is the tooth around the filling that breaks. We have intra-oral cameras that can show this in great detail.

Payments and finance options

You can pay by credit card, cash or cheque. You will normally pay when you receive your bill, and we can tell you the amount in advance.

We offer various finance options through Q-Card, and other ways. Please feel free to ask.



HOW WE TREAT EACH OTHER



Our courtesy policy is a tool which helps us to be pleasant, kind and careful with our communication. This is the way we interact with each other and with you.

We have found that it is much easier to be happy in our work when we are pleasant, kind and careful with our communication.

We would like you to try to use the same system in your dealings with us so that we can all be happy together.

If you have any questions about this policy, just ask.

- Always very politely use a person's name. When you talk about a person who is not present, speak as if they were listening to your conversation. Use the person's name in each sentence in which you refer to them.
- If you have a problem with someone, talk about the problem only with them, and in private.
- Apologise and make restitution if someone is upset by your actions.
- Greet and farewell everyone by name, with eye contact and a touch.
- Blame a system, not a person.
- Tell the truth.
- Use positive conversation.

WHAT WE EXPECT AND WHAT YOU CAN EXPECT

Here is what we feel we owe to each other. It is what we would like our relationship with you to be built upon.

If you have any concerns at all with this, we are happy to discuss with you what you feel would be fair.

A balanced relationship

We must tell you in advance the cost of any major treatment.

We must do our very best treatment for you.

We must listen to you when you talk.

We must apologise and make amends if we don't perform as we promise, and you can be the judge of our performance.

We will do our absolute best to keep to time because we know everyone hates to be kept waiting.

We will take photos of your teeth to show and explain conditions to you.

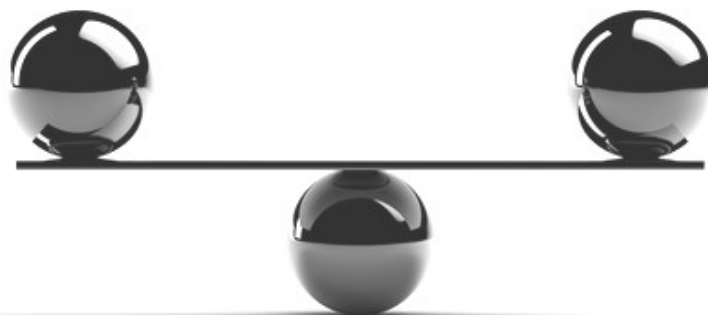
We will give you different treatment options to choose from.



You must complain if there is something that upsets you. That way we have a chance to put it right, apologise and rectify the problem.

You should pay your bills on time.

If we ask (we don't ask everyone), we would like you to try to refer at least one person who you feel would like what we offer. In this way we can continue to have a flow of new patients, and be here for you when you need us next time.



HOW TO GET IN TOUCH WITH US

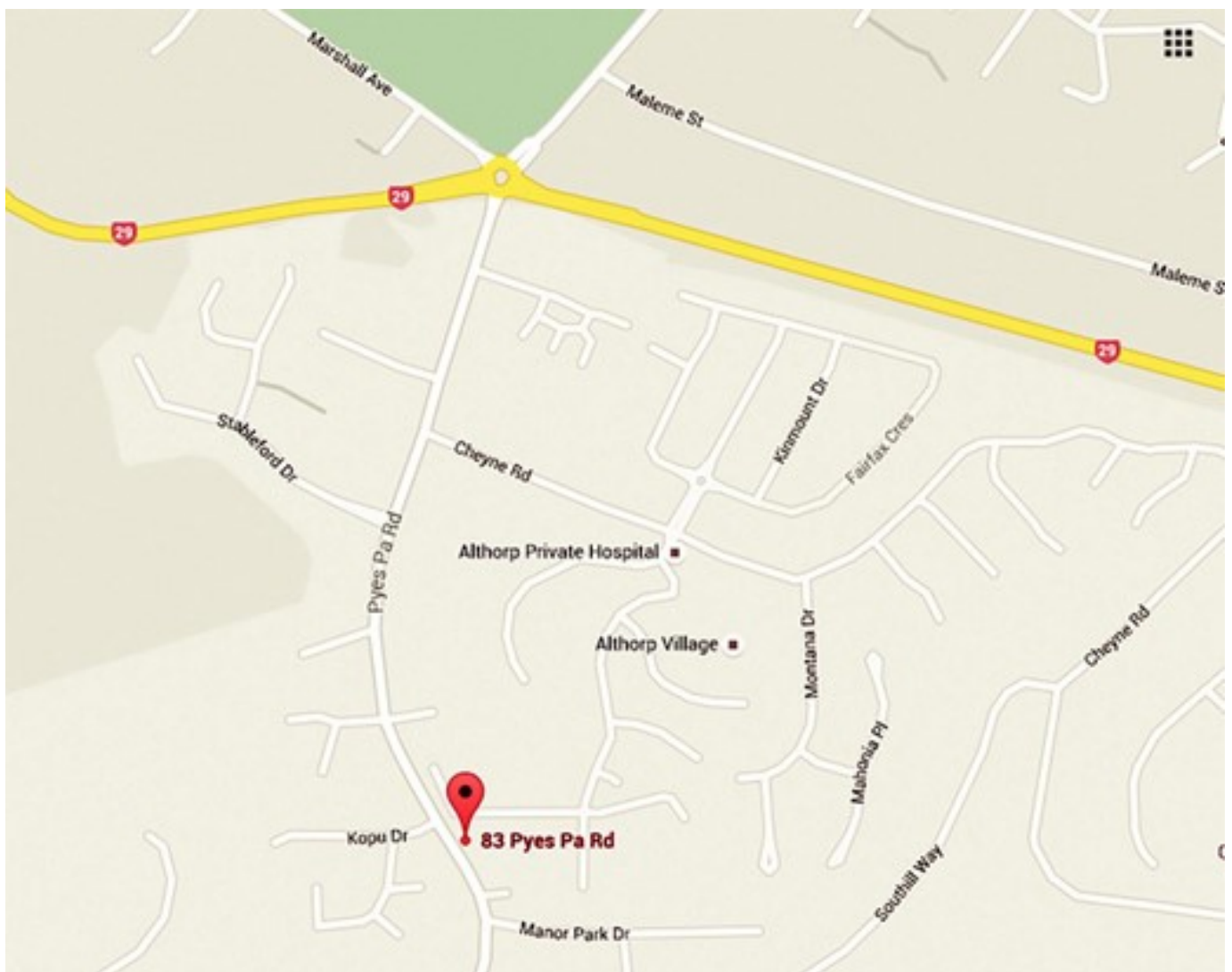
There is someone in the office every week day, from 9am to 5pm. Sometimes we start earlier or finish later than this.

We know time can be a problem for some people, especially if they work. Therefore we offer some appointments after 5pm. Feel free to ask about these later appointments.

Emergencies

Call our office in case of any emergency. If we are not available, there will be an emergency number on our answer phone.

We are at Pyes Pa Shopping Centre, Unit 10, 83 Pyes Pa Road, phone (07) 577 1477



SO WHAT'S THIS THING ABOUT COFFEE?

You'll find we make quite a thing out of the drinks we offer you. Especially coffee...

We have a large coffee grinder, and a proper Italian Victoria Arduino espresso and cappuccino machine. This machine was hand made in Italy and imported to New Zealand. It is the only one of its kind in the country.

We freshly grind our coffee beans. We have different types of teas from which you can choose. We are happy to serve you herbal tea, juice or mineral water.

But why do we go to all this trouble with food and drink?

It's hardly because we want to impress you with the machine while you are waiting in the reception area. In most cases you won't have enough time to marvel at the masterpiece anyway. We make every effort and normally run on schedule so that we don't keep you waiting. But you will have a chance to try our coffee, be it before or after your treatment.



Well, there are a number of reasons why we find food and drink so important.

- We like to have nice food and drink for ourselves, and we enjoy sharing it with you.
- It's sometimes hard for you to judge how well we do our dentistry. If we do the food and drinks really well and with a lot of care, you can guess that we are going to take a lot of care with your mouth too.
- It helps us to communicate with you if we share food or drink.
- Dental treatment can be quite stressful for some people. Food and drink help to keep up your blood sugar and stop you feeling faint.
- The smell of the coffee helps stop the "dental smell" that everyone hates. Enjoy a cup of coffee before or after your treatment!





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