



**DENTAL ESSENTIALS**  
devoted to teeth

### Welcome!

Drs Jonathan and Phuong Pye, together with their wonderful team, warmly welcome you to Dental Essentials!

We are committed to providing you with the highest level of care and service within our state-of-the-art facilities.

We hope you enjoy your visit with us, so please make yourself comfortable, and feel free to discuss any questions or comments with our friendly team.

### Before your first visit

To ensure that we provide you with the safest and best quality care, all new patients are asked to complete a comprehensive Registration and Health History Questionnaire. For your convenience, this questionnaire is enclosed with this pack.

Please take the time to complete the questionnaire in as much detail as you can in the comfort of your own home, and of course, should you have any questions relating to the form, our Front Office Coordinators will be more than happy to assist you.

The Registration and Health History Questionnaire can be returned to us by mail if sufficient time is available. Alternatively, the questionnaire can be faxed back on 4162 5238 or emailed to [info@dentalessentials.net.au](mailto:info@dentalessentials.net.au). To ensure your confidentiality is maintained, please mark any correspondence as 'Confidential'.

### Your First Visit

Our aim is for you to have a comfortable and stress-free dental visit, so getting to know you is the first important step in achieving this experience. Unless there is any emergency treatment required, we spend the first visit discussing your dental expectations, experiences, and needs; as well as completing a thorough dental examination with radiographs (x-rays) and clinical photos if required.





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Today, modern dentistry offers many choices. We will provide you with relevant information so that you can understand your health outcomes, thus enabling you, with our support, to make informed choices regarding your health.

## What to Expect

*You can expect from us*

- An exceptional level of professional skill and service, from the front office right through to the clinical team.
- Comprehensive diagnosis and explanation of our findings.
- The development of treatment alternatives, and an explanation of costs and benefits of each, so you and your family can make an informed decision in selecting treatment that is most appropriate to your individual needs, means, and desires.
- Active participation in continuing professional and personal development for the whole team.
- Safe surroundings, including stringent compliance with infection control standards.

In return, we ask for your commitment to keeping appointments. We will always endeavour to be on time for your appointment and respectfully ask that you also be on time for your appointment. This will ensure we have enough time to complete all the treatment we have planned for you, and also means we can then be on time for the next patient.

## Opening Hours

We are open:

Monday – Thursday	8:00am – 5:00pm
Friday	8:00am – 4:00pm

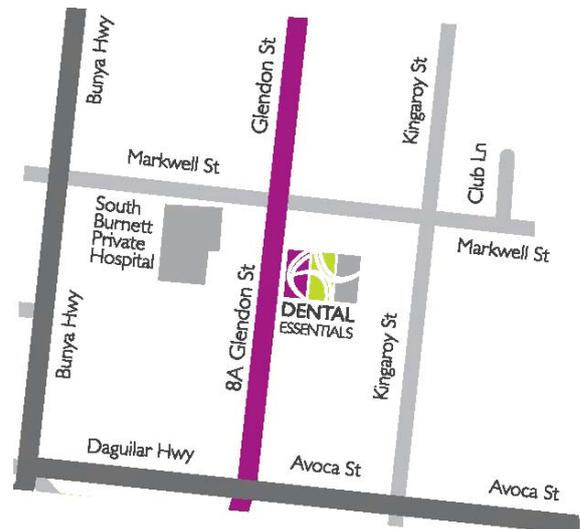
The practice may, from time to time, be closed for continuing education and professional development during these hours. This time out is essential to ensure we are able to continue to provide the highest levels of care and service.

## Evening Appointments

For your convenience, evening appointments, *by appointment only*, are also available Monday-Thursday until 8pm.

## Location

We are located in Kingaroy's medical precinct on Glendon Street. Parking is available behind our building and can be accessed from Glendon Street. Additional parking is also available on the street.



## Dental Emergencies

We understand that unfortunately dental emergencies do sometimes arise. If you do experience dental pain or break a front tooth, please contact us after 8:00am Monday to Friday for an appointment.

## Referrals

Nothing makes us happier than pleasing our patients! So if you've been impressed by our service, recommending us to others is the best compliment you can give! To show our appreciation, we have a referral incentive program, where frequent referrals are rewarded. Ask us how it works.



**Dental Essentials is a nationally accredited dental practice.**

To see what this means for you, visit:  
<http://www.safetyandquality.gov.au/>



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### Practice Policies

#### Payments

Payment of all fees is expected and appreciated at the completion of each visit. For your convenience, credit and debit card facilities are available.

We are happy to discuss payment options prior to treatment being commenced.

#### Health Funds

This practice has no affiliation with any private health fund. This ensures that we are able to maintain our professional autonomy, and that patients' treatment is based on need rather than on health fund dictates.

HICAPS facilities are available for immediate claiming of health insurance benefits, however, it is not uncommon for some health fund servers to be off-line during the day. If this occurs, we are more than happy to provide you with an itemised record of your full payment, which you can then take directly to your health fund.

#### DVA, Teen Dental Scheme and Child Dental Benefits Scheme

We are registered providers for several government dental schemes, including DVA (for Gold Card holders), Teen Dental Scheme, and the Child Dental Benefits Scheme (commencing January 2014).

For further details, please ask our friendly front office coordinators.

#### Financial Arrangements

To make urgent and essential dental care more accessible, Dental Essentials has teamed up with MacCredit, who provide flexible finance for a large range of procedures.

For more information, visit the MacCredit website at [www.maccredit.com.au](http://www.maccredit.com.au).

#### Cancellations

We understand that sometimes you may need to cancel an appointment. We simply ask that you notify us as soon as possible of your need to cancel an appointment. If it is

necessary to cancel your appointment, please call no later than 10am two (2) working days in advance.

Your timely notice of cancellation will allow another person the opportunity to access dental care.

Should you cancel your appointment without the required two (2) business days notice, a cancellation charge will apply.

#### Failure to Attend an Appointment

Failure to attend an appointment will be treated as a late cancellation, and a cancellation fee will apply.

#### Late Arrivals

Arriving late may limit your treatment time, lessening its effectiveness and your results. The normal fee for your full treatment time will apply. Your treatment will end on time so that the next patient is not delayed. This may also necessitate a further appointment to complete treatment.

#### Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights was developed by the Commission in 2007 and 2008. The charter specifies the key rights of patients and consumers when seeking or receiving healthcare services. In July 2008, Australian Health Ministers endorsed the charter as the *Australian Charter of Healthcare Rights* for use across the country.

The Charter applies to all health settings anywhere in Australia, including public hospitals, private hospitals, general practice and other community environments. It allows patients, consumers, families, carers and service providers to have a common understanding of the rights of people receiving health care.

To view the charter, follow this link:

<http://www.safetyandquality.gov.au/national-priorities/charter-of-healthcare-rights>

*Finally, thank you for choosing Dental Essentials, and we look forward to seeing you soon!*

