

# **Bruce D. Grbach D.D.S.**

*Dental Wellness Center*

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9203 Mentor Avenue  
Mentor, OH 44060  
440.255.3165

## ***WELCOME...***

Sending you a warm welcome and thank you for choosing the Dental Wellness Center of Dr. Bruce Grbach D.D.S. for your dental needs. My team and I will do everything possible to make your visits pleasant.

Our office and procedures are designed for you to achieve oral wellness in a comfortable environment. We will work with you to make your visits enjoyable. We take pride in offering high quality dental services and an experience that will improve your overall health.

## ***What does this mean for you?***

- Most people want to keep their teeth for a lifetime. We focus on what makes a mouth healthy – your teeth and gums – and strive for optimal dental health while helping you improve your overall wellness. All of this is achieved through complete examinations, regular preventive maintenance and any necessary restorative work.
- Our examinations are thorough to assist our patients in catching problems and correcting them prior to becoming major dental issues. We accomplish this by performing a complete oral cancer screening, x-rays and a full mouth exam. The examination will check on all health factors, which may influence your dental health.
- Our commitment is to keep abreast of the current dental techniques. During the year, we involve ourselves in constant continuing educational training. This helps us bring the latest state-of-the-art treatment to our patients.
- My team is dedicated to your good oral health. They are the tops in the profession of dentistry. Please do not hesitate to ask questions.

## ***You're part of the team...***

No practice can help you achieve your goals unless you are an integral part of the team. That is why at our office we work with you to make sure you understand each and every part of your treatment program. This co-diagnosis routinely guarantees optimum dental health for you and a relaxed atmosphere for all of us.

## ***You can count on us...***

Through our complete examination, we try to help you avoid needing us on an emergency visit. However, sometimes this is an unavoidable situation. Please call us at 440-255-3165 and one of our team members or I will assist you in answering questions and correcting any problems. We will work with you to solve any dental issue.



***We Want What You Want...***A lifetime program of prevention, oral wellness, a pleasing smile and a healthy mouth that positively impacts your total wellness and overall health. Our goal is to provide optimum oral health with enthusiasm, efficiency and gentleness.

***Prior to your visit...*** Please take a moment to complete the patient medical and dental history forms. In the last couple of years, research has shown numerous links between your medical health and overall dental health. Therefore, providing us with as much information as possible will enable us to better treat you.

During your first visit, we will meet with you personally to discuss the following policies in more detail.

***Appointments...***Appointments can be made Monday through Thursday 8:30 a.m. to 5:30 p.m. and two Saturdays per month by special reservation by calling 440-255-3165.

***Emergency Care...*** We recognize that emergency situations do arise and will do our best to respond promptly to those situations.

***Reserved Time in the Schedule...*** We are interested in providing quality dental services to patients needing care. Our practice reserves time especially for each individual's dental needs. When we are not given enough notice of a change in our patient's scheduled appointment, we are unable to provide enough time for other patients to take advantage of the time now available. We do understand that occasionally circumstances do arise that could prevent you from keeping your reserved appointment. Please help us in providing quality dental services to you. If you find it impossible to keep an appointment, please call us at least **48 hours** in advance.

***Reminder Calls...***We will make a reminder phone call 1 to 2 days prior to your appointment. Please make sure to provide us with the best telephone number at which to contact you.

***Fees and Payments...***Our fees are meant to be fair and reasonable. We will do our best to estimate the cost for services prior to administering care. If you need payment assistants, we will be happy to discuss options we have available to make the dentistry more affordable. For your convenience Master Card, VISA and Discover are accepted.

***Insurance...*** Dental insurance is intended to aid in the cost of dental treatment. Most plans do include a co-payment, a deductible and some procedures with no coverage. In these cases, the patient will be responsible for payment at the time of service. We will do our best to estimate the cost for services prior to delivering care so you are prepared to make additional arrangements. As a courtesy to you, our office will submit charges for our provided services to your insurance carrier. To alleviate any processing problems, it is important that you update us on any insurance changes. We will do our best to maximize your insurance benefits within the guidelines provided to us. We hope you will be of assistance if problems arise. Thank you in advance for your cooperation.

***Thank you for your cooperation and understanding. It will help us to better serve you in the future.***