

## New Patient Consultation Appointment

- Before your first visit we would send you our Welcome Pack, which gives information about the practice and any treatments you may have mentioned during your contact telephone call.
  - The pack also contains a Medical History Form so we can provide the most appropriate treatment for you and a Questionnaire asking for feedback about your dental and facial concerns. So you do not feel rushed you are invited to complete this at home before your visit.
  - On arrival, our receptionist will welcome you. Toothbrushes and lip gels are available for your use.
  - She will provide your choice of tea, coffee, chocolate, cappuccino or cool water while your paper-work is completed.
  - Newspapers, magazines, the TV and books about the practice staff, the treatments we have given and testimonials from our patients are all available for you to peruse.
  - Our dental nurse will meet you in the reception area. She will be caring for you throughout your treatment so if you have any queries, worries or concerns please feel free to discuss them with her at any stage.
- After taking your photograph she will escort you to our Consultation Room and introduce you to Dr Pamela Coates.
  - Please feel free to discuss with Dr Coates all of your concerns about your mouth, previous treatment, and your requirements. She will want to know if you have any deadlines e.g. a forthcoming wedding, or if certain times of the day are better for you, if you have had difficulties with dental treatment in the past, and any special requirements. The more information you give us the better we are able to help you achieve a successful result.
  - If appropriate she will then ask her nurse to escort you to our designated X-ray room to have a scan X-ray taken of your mouth, which will give her an overview of the health of your bone and any underlying problems with your teeth. The nurse will also give you a tour of the practice so you feel more orientated at your next visit.
  - You will then be escorted to Dr Coates' surgery where she initially takes photographs of your face and smile, to help with future treatment planning.
  - Dr Coates will then rest you back in our comfortable dental chair to provide a thorough examination.
  - Her examination will check the health of your jaw joints, neck glands, and a check for any signs of mouth cancer around your lips, cheeks, palate and tongue.

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- She will then check the health of your gums, looking for signs of gum disease which could result in loss of teeth.
- Finally she will chart the teeth that you have and their condition. She may use our DIAGNOdent laser to identify areas of early decay. She may also take further X-rays if she needs more clarification about a problem.
- The examination is carried out slowly, giving you plenty of time to relax. There should not be a stage that is uncomfortable for you.
- If necessary, when you are sitting up again, Dr Coates may then take impressions of your teeth, using a jelly-type material for which you have a choice of six different flavours.
- At the end of this appointment Dr Coates will use the scan X-Ray to give you an overview about the health of your gums and teeth and what appointment she would recommend for you next.
- If your gums are showing any signs of inflammation or disease she will recommend an Hygiene Initial Assessment appointment with our Dental Hygienist, Louise. She will outline the treatment you would expect at that visit and the costs of that appointment.
- If she needs to wait for X-rays to be developed, or study models to be made, or if she needs to think about your treatment options, then she will invite you to attend for a 30 minute Treatment Planning Review Appointment, for which there is no additional charge.
- The nurse will then escort you to the Consultation Room and check that you have been comfortable with your examination and if you have any questions about the treatment recommended.
- She will then escort you to our receptionist to make your next visit and give you a written estimate of the fees for the recommended treatment.
- We offer appointments from 9.00 am until 6.00 pm on Tuesdays and Wednesdays, until 7 pm on Thursdays and on Friday mornings. In addition we have one Saturday per month, so hopefully we can arrange a visit to fit around your work and family commitments.