

Wolfville Dentistry

Thank you for contacting us about becoming a patient of Wolfville Dentistry! To help you decide if we are the right fit for you, here are a few things to consider:

1. We book approximately one-hour for our “New Patient Exam” (NPE) for all new patients to our practice. This is an opportunity to meet one-on-one with the dentist, and for us to get to know you (not just your teeth)! At this appointment, we will review your health history and discuss any dental concerns you may have. We may also recommend a set of baseline x-rays at this time, if we do not have up-to-date ones available from your previous office.
2. The cost of the NPE is \$119. If you need an update on X-rays there is an additional cost of \$24-125 (depending on what/how many x-rays are recommended). Whether you have x-rays taken is ultimately your choice, and we will always discuss our recommendations with you at your appointment before they are taken. If x-rays are taken, you will be asked to remove all head and neck jewelry (including piercings); **it would be helpful if you did this prior to coming to the office.**
3. Your first “dental cleaning” will be booked separately from your NPE. This is because until we meet you and see your teeth, it is difficult for us to know how much time your cleaning will take (we like to avoid a “one-size-fits-all” approach to your health!). Once you have had your NPE and your first cleaning, we will combine your ongoing check-ups and your cleanings for all future visits.
4. We are a “non-assignment” office. This means that if you have dental insurance, we do not “direct bill” your insurance plan. After each appointment, you are expected to pay the full fees charged for your appointment, and your insurance company will then reimburse you directly. We will electronically send your insurance company your paid receipt and they will send payment to you quickly (either by direct deposit, or by cheque depending on how you are set up with them). *For more information about dental insurance and how it works, visit the information on our website at: https://www.wolfvilledentists.com/uploads/8/6/5/6/86565634/understanding_dental_insurance.pdf*
5. The Nova Scotia Dental Association provides an annual “Suggested Fee Guide” that offices use to set their fees for services provided to patients. Each dental office must set their fees according to the costs of running their practices (staffing, rent, PPE, materials, technology etc). Therefore, some offices may have different fees than others. At our office, all our fees are at, or below the fee guide recommendations. The exception are the fees for our

cleanings which are \$5-10 above fee guide. *For more information about dental fees and how they are set, visit the information on our website at: https://www.wolfvilledentists.com/uploads/8/6/5/6/86565634/understanding_dental_fees_cohp.pdf*

6. We require 24 hours advance notice to cancel an appointment. Cancellations with less than this notice may be subject to a missed appointment fee.
7. We are a scent-free office. Please be respectful that some of our patients and team members have scent sensitivities.
8. Dental offices are regulated by the Provincial Dental Board of NS. The PDBNS sets the regulations that we must adhere to regarding all aspects of patient protection. For information on what to expect, please visit our website at: <https://www.wolfvilledentists.com/covid--19.html>

If, after reviewing this information, you feel we are a good fit for your needs, please call the office (902-542-3386) to schedule your new patient exam.

We look forward to meeting you!