

Welcome to All West Dental! You are about to visit our office for the first time and here is a bit of information on what to expect from your first experience.

- Check in at front desk 30 minutes prior to your first appointment. The Patient Services Supervisor will greet you and ask you to fill out some information regarding your contact information, medical history, insurance information etc. Please note that all our procedures, database archives and filing methods comply with current legislation regarding Patient Privacy and the Privacy Act. For further information regarding current Privacy Legislation please refer to [www.privcom.gc.ca](http://www.privcom.gc.ca) . Due to changes implemented in 2004 to Privacy Legislation, All West Dental no longer accepts assignment of insurance coverage. We will still submit for coverage with your benefit provider and any benefit payments will be sent to you directly. Refer to our Financial Policy on our website for further information.
- Once your information has been received one of our Dental Assistants will come out to greet you and take you back into an Operatory. Once you are seated, the assistant will review your medical history, discuss the treatment or examination you are about to receive and answer any questions you may have. If there are x-rays necessary, they may be taken at this time.
- Next, Dr. Mulroy or Dr. Champney (depending who you have requested or been scheduled with) will come in and see you. Depending on what your situation is the Dentist will examine you and either treatment plan a solution to your Dental problem or perform a procedure required. During the entire visit by the Dentist, you will be able to discuss your procedure and ask any questions you like.
- Our Treatment Coordinator will see you prior to you leaving the office to schedule you for your continuing care appointments, further appointments needed for your treatment plan and send away any pre-authorizations to your benefit provider for approval.
- The Patient Services Supervisor will then provide you with your balance owing, confirm your appointment times and get you on your way!