



Welcome to Our Office

We are delighted to welcome you and your child to our office. My staff and I are committed to providing an opportunity for your child to acquire unique care, ensuring excellent long-term dental and oral health.

Please take a moment to review the information on the backside of this page – we look forward to meeting you soon. If you have any concerns before your scheduled appointment please do not hesitate to contact the office.

A stylized, handwritten signature in blue ink, appearing to read 'J. Richmond'.

Jeffrey Richmond

(P.S. If your child wants to draw a picture to bring to the office there is a piece of paper included.)

We will always do our best to ensure that the experience you and your child have at our office is as positive as possible. We take pride in knowing that we follow the standards and guidelines established by the Royal College of Dental Surgeons of Ontario.

Please remember to review the other side of this page ➡

It is our hope that we will always be able to see your child as promptly as possible on the day of your child's scheduled appointment. We will do our very best to help you understand your child's dental treatment needs and provide you with the information you need to make an informed decision regarding your child's dental treatment and oral health.

You will be expected to pay for the services provided on that day. We accept cash, debit card, VISA, and Mastercard. Cheques are not accepted. This office does not take assignment.

If you have **private dental insurance** please bring along your current insurance information so that we can expedite your reimbursement from your insurance company.

If you require an estimate or a pre-determination prior to your child's appointment please feel free to contact the office. Understanding your insurance is YOUR responsibility – we will be happy to help whenever possible.

If your child has **government assistance** – HSO, ODSP, NIHB – please remember to bring proper documentation. Without it we will not be able to see your child or you will be responsible for the fees associated with the services provided.

Please arrive at our office at the scheduled time. There is paperwork that needs to be completed before your child can be seen.

LATE ARRIVALS / SHORT NOTICE CANCELLATIONS – if you arrive late – more than 10 minutes – we will not likely be able to complete your child's appointment. We require 48 hours notice if you need to re-schedule your child's appointment.

Thanks for taking the time to review this information. We hope that you and your child will enjoy the experience of coming to our office for the first time and we look forward to meeting you soon.

To ensure your child's place in our schedule we must be able to confirm the appointment 24 to 72 hours prior to the scheduled visit. We cannot guarantee that the appointment will be held if it is not confirmed.

If you do not arrive for your child's scheduled consultation appointment there will be a \$150 re-scheduling fee.

Please keep in mind – no treatment will be completed at the time of your child's consultation appointment.

