

- Greater Vancouver is **NOT** a fluoridated area; therefore, appropriate fluoride recommendations are based upon current pediatric dental guidelines for a non-fluoridated region.
- Please rest assured any treatment recommendations for your child will be based upon gold standards within the pediatric dental profession.

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### *APPOINTMENTS*

Every effort will be made to be on time for your child's appointment. Occasionally, an emergency may occur or circumstances dictate additional time. We will strive to maintain an on-time schedule and expect that you will help in this process. In order to provide the best possible care for all of our valued patients, we kindly ask that you give us a minimum of 48 hours notice if you are unable to keep your child's appointment. Same day cancellations (<24 hrs) or missed appointments may be subject to a cancellation fee. Late appointments may result in rescheduling in order to best serve the remainder of the patients scheduled. School and/or work excuse forms will be provided if needed. Of course, we do realize that illness and unforeseen circumstances may arise quickly and we will look at each situation individually.

### *FEES AND INSURANCE*

Our fees are a reflection of the care, quality and service provided while in our office. We are a fee for service office and payment is to be made at the time services are rendered. As a convenience to you, our staff will assist in processing your insurance claim forms and where applicable file them electronically for you, to ensure rapid reimbursement. Our treatment recommendations are based upon what is best for your child and not influenced by your insurance coverage. Although there is a plethora of insurance plans in existence we will do our best to help you understand your benefits and how they relate to treatment in our office. Please remember to provide us with accurate insurance information at the time of your first visit, so that we may best assist you with claims.

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*Thank-you for your interest. Please do not hesitate to ask any further questions.*

# Your introduction to Child's Play



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*We are excited with the interest you are showing in your child's dental health. Your child's smile can last a lifetime and we wish to help you ensure this possibility with our commitment to provide the best possible care. Now that you have arranged for your child's initial visit to our office, there may be some questions you would like to ask us. We are happy to answer your individual questions at any time, but the information provided here should help get you started.*

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### ***What is the specialty of pediatric dentistry?***

The specialty of pediatric dentistry is an age defined discipline that provides both primary and comprehensive preventive and therapeutic oral health care for infants and children through adolescence, including those with special health care needs. Although, referral from pediatricians and family dentists occurs, pediatric dentists are primary care providers; therefore, no referral is necessary.

Dr. Lisa Coveney, Dr. Geoff Grant, and Dr. Lori Santos obtained their dental degrees at the University of British Columbia. Upon receiving their degrees, they each practiced family dentistry for several years, before returning to school to complete their specialty certification. They each completed their formal training in Pediatric Dentistry in the United States, and then returned to Canada. Through examination each were granted fellowship with the Royal College of Dentists of Canada. In doing so, they are formally recognized as Certified Specialists in Pediatric Dentistry and have dedicated their careers to the well-being of your child's oral health.

### ***What is our philosophy of treatment?***

Our mission is to be the best pediatric dental office possible. We are committed to being an enthusiastic team, working with you for your child's optimal oral health. Our patient's emotional and physical well-being is our number one priority and we will strive everyday to make it fun for them as well as safe and rewarding. As specialists, we recognize that each child is unique. We will tailor our treatment recommendations to each child's individual needs.

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## ***THE FIRST VISIT***

The purpose of this first visit is to establish a positive relationship with your child and evaluate their dental health, as a guide to future treatment. Children who have a positive initial experience with dentistry when they are young are likely to have a favorable outlook toward dental care throughout their life. The current recommendations for the first oral health examination is at the age of one year. This allows for the emphasis to be placed on prevention, guidance and the development of a long term relationship.

### ***What will we do at the first visit?***

- Establish both trust and friendship
- Emphasis and demonstrate oral hygiene techniques
- Exam the teeth and supporting structures
- Evaluate the "bite" or occlusion and spacing for future permanent teeth
- Polishing and fluoride treatments as indicated
- Radiographs will be taken as necessary to locate cavities between the teeth, infection in the bone, and evaluate the position and location of the developing teeth
- Evaluate the need for adjunctive treatment modalities (ex. "laughing gas" or nitrous oxide, conscious sedation or general anesthesia/GA) - based on a behavioural assessment and treatment needs.

*Please note:* What is accomplished with your child is not only highly dependent upon age, but also individual temperament and each visit is specifically catered to such factors.

### ***How can you as parents help make the first appointment successful?***

You, as parents, play a very important role in getting your child started with a positive attitude. Always try to act at ease and relaxed. Any anxiety on your part will probably be sensed by your child. Please do not use fear provoking words, such as "brave, hurt, needle, shot or pull". These will only function as negative signals for your child. Avoid using statements like "the doctor will not hurt you" or "be brave". (If I say to you, "don't think of an orange", what is the first thing you think of? -an orange! It is the same with "hurt"). Please do not over prepare your child. We will guide your child through each procedure with age-specific dental terminology and euphemisms to ensure the best result.

Depending on the child's age and temperament, we may ask you to remain in the reception area. In doing so, it will aid in the development of trust and demonstrate the trust you have put in us. Due to safety concerns, space limitations within the treatment area and our desire to focus on each child exclusively, it is preferred that siblings not receiving treatment remain in the reception area. Please provide appropriate supervision.

### ***IMPORTANT THINGS TO REMEMBER...***

- Children are growing quickly and changes (including cavity growth and eruption of teeth) can occur rapidly at times. It is essential that an examination be performed every 6 months to allow us to adequately evaluate each stage of development and preemptively catch and treat any concerns.