

## Welcome to Melville Dental Care

We are so pleased that you've chosen our team to take care of your dental health! We are here to offer you a unique service – we will take care of you, your family and friends in a genuinely caring and friendly atmosphere. We welcome people of all ages to our practice.

We'd like to take this opportunity to tell you about us and about how we look after our patients. Please take the time to read the information below and, as always, if you have any questions don't hesitate to contact us.

## Your Dental and Oral Health

There are so many benefits to having great dental and oral health and we'd like to help you achieve this goal. When your teeth, gums and mouth as a whole is in excellent condition you will be free of dental and gum disease, your teeth will feel and look good and you will feel so much better!

It's our privilege to help you by providing quality dental treatment, advice and the knowledge for you to ensure your teeth and restorations last as long as possible. Our goal is to prevent disease and maintain excellent dental health – we want you to be free of decay, disease, pain or infection.

We also understand many people would like their smile to be as bright and great-looking as possible so we can help you with this too. It's often simple to improve the colour of natural teeth with home whitening and improve the look of your teeth by replacing metal and discoloured fillings with new tooth-coloured restorations.

## A Note from Your Dentist, Dr Thai

As a dental practitioner, my focus is on providing dental treatment best suited to each individual patient. My emphasis has always been on maintaining excellent oral hygiene as the corner stone to great dental health as well as restoring the function of the teeth by replacing defective or old restorations.

I graduated in 1995 from the University of Melbourne with honours and was fortunate to have a great mentor while working in Shepparton, country Victoria. I found the people extremely receptive and friendly. Work was challenging and I was able to hone my skills over the next few years. I have also spent 3 years abroad in New Zealand and the United Kingdom and gained an appreciation of the different facets of dentistry practiced. However, I did grow homesick and really missed Melbourne's diverse food and culture. I believe this is what makes our city unique and a great place to live and call home.

I was keen to build ties with the local community when I moved to nearby Brunswick many years ago and happily found this with Melville Dental Care. In my opinion dentistry is not only about practicing excellent clinical work but also establishing rapport with patients to develop a trusting relationship. Having a great support team to help in my practice is essential – so I'd also like to introduce Lily and Renata.

## The Support Team

Lily and Renata have over 40 years of combined experience in the dental field. They'll look after you over the phone when you call and personally when you arrive at our practice. From the front desk into the treatment rooms, we aim to provide you a warm and friendly service. We want you to feel good about coming to see us and we hope to make your visit to us as comfortable as possible.

**For more information on our practice and dental treatments, please visit our website**

## **Your First Appointment with Dr Thai**

This will be your first step towards great dental health.

We begin with a one hour full examination and assessment of your dental and oral health. The examination includes assessing the health and function of your teeth, gums and bone, soft tissues, jaw joints and your bite as well as reassessing your existing restorations. This may also involve radiographs to check for hidden problems such as decay, cracks and infection. If you are interested in a 'smile assessment' we can assess the appearance and colour of your teeth too.

Collecting all of this information is part of any initial examination and it allows us to gain a very good understanding of your present situation and plan your care. We show you areas of concern, discuss possible treatment options and costs involved. It means that you are fully aware of the treatment that is recommended, the costs involved and any treatment alternatives available to you.

## **The Next Step: Establishing Gum Health**

The next step to good oral health involves establishing a good foundation for any dental work you are considering. The ongoing health of the gums and bone are vital to longterm success of any dental work you have completed. The build up of plaque and tartar can lead to gum disease, the leading cause of tooth-loss in adults.

Most clients will have a 60 minute visit for cleaning (removal of plaque and tartar) at their next appointment or on the same day as the examination if this is what you have organised. Two or more visits may be recommended if the build up is heavy or there is evidence of periodontal ( gum and bone) disease. Please take a look at our Gum Health information sheet for more details.

## **Your Treatment Plan**

As soon as your gums are in good condition, we can begin dental treatment under optimal conditions. Your Treatment Plan is formulated to maintain or return you to 100% health, function and aesthetics. We prioritise the treatment and getting you out of pain and disease free is the initial goal. We then move onto other general treatment, cosmetic concerns and more complex treatments.

Your treatment plan is flexible in terms of what you would like to have done and when – we will work with you and according to your time schedule and finances. In many instances we can move quickly through the plan, completing treatment in fewer visits or if more suitable, spread out treatment over many months or even years for complex treatment.

All the information you need to make informed decisions about your treatment and care, including costs, will be given to you after your examination with your treatment plan and fee estimate. Dr Thai, Lily and Renata are available to answer any queries or explain treatment further in person, on the phone or via email.

## **Ongoing Care and Maintenance**

Ongoing and regular care of gums, teeth and restorations is necessary to ensure that they stay healthy and function properly. We often see healthy mouths and new fillings deteriorate after initial treatment when left unchecked and home care is not adequately effective.

To ensure your investment is sound for many years, we highly encourage all our patients to be a part of our Continuing Care program. For most patients, the Continuing Care program means a six monthly cleaning visit to remove plaque and tartar build up coupled with an examination to check and review teeth and restorations.

## **Payments**

The cost of your first full examination with us will depend on how many radiographs are taken, if any. Generally the examination fee is \$120 and \$45 each for xrays. Any other treatment performed on the day will be at additional cost. The cost of the initial cleaning appointment for adults is generally \$200-250. We ask that treatment is paid for on the day it is provided. We accept cash, EFTPOS and Visa/Mastercard. We can also process your insurance using our HiCaps system – so you need only pay the gap.

*Treatment that is not paid in full at the time of invoice will incur monthly book-keeping/late payment fees. Accounts older than three months will be referred for debt collection and the costs involved will be added to your account. We must advise that patients who do not comply with our requests or the conditions of attending our practice, that we may withdraw our services.*

## Your appointment time

We'd like you to know that your appointment time is special. We prepare for your individual needs in advance and in many cases, long appointments are set aside to complete most dental work. We know your time is valuable too so if we are running late, we will endeavour to call you to let you know asap. If you are running late, please give us a quick call. All appointments are considered confirmed at the time of scheduling. As a courtesy, we can remind you via SMS 2 days in advance. If you would prefer a phone call or email, please advise us of your preference.

## Changing an Appointment

Giving us two days notice to change your appointment in any way is very much appreciated. By giving us ample notice, this allows us to contact other patients who are waiting for urgent or emergency treatment. We understand that your circumstances can change and your appointment day or time may no longer suit you. **We therefore ask that you notify us within 48 hours of your appointment time by phone and there will be no charge.**

*Please be aware that appointments that are changed with insufficient notice or if you do not attend will be charged at \$50 per 30 minutes scheduled. We must advise that patients who do not comply with our requests or the conditions of attending our practice, that we may withdraw our services.*

## Your Information

Please find attached a **registration, medical and dental history** forms for our office. Please fill in these forms and bring them with you to your visit. We must also inform all our patients of our **Privacy Policy** and so a copy is enclosed. Please read, sign and return this document to our office.

Should you choose to have your dental records sent to us, please fill in the enclosed **Consent** form and **forward it to your previous dentist**. This can be helpful if you have had recent xrays or have had complex work done in the past. Please note that your previous dentist has up to six weeks to comply with your request.

## OPG Xray

If we have discussed the benefits of obtaining this panoramic xray prior to your first appointment, a referral will be included. This xray is a broad view of all the teeth and bone including wisdom teeth and the jaw joints. This xray is useful in the diagnosis and treatment planning for gum problems, wisdom teeth removal, orthodontics and complex dentistry. Please call the radiology clinic to make an appointment at least 3 days before you're due to see us. The xray will be delivered to our office. Remember to take your Medicare card with you.

## Why xrays are vital in Dentistry

Many dental conditions such as infection, cracks and decay can be hidden from your dentist's view. This is especially so inbetween back teeth, under the bone and gum line and under existing dental restorations. Frequently, these problems can go unnoticed by you until they cause you pain – at which time treatment is usually more complex and costly in terms of time and not to mention, financially. We only recommend xrays to check for these problems when we feel it is necessary to aid in diagnosis or critical to the treatment you are undertaking.

## Our Location

We are located at 248 Melville Road in Pascoe Vale South just near the junction of Melville Road, Bell Street and Turner Street. We are only a few minutes off Pascoe Vale Road onto Bell Street. From the Tullamarine Freeway exit at either Moreland Road northbound or Bell Street southbound.

The number 55 tram stops directly in front of our practice. Buses 513, 527 and 903 stop near the junction also. We offer two car parking spots on site at the front of our building. There is ample on-street parking on Melville Road also. It is possible to turn into our driveway from either direction on Melville Road but please take care northbound with trams stopping at the junction.

## Practice Refurbishment

Our practice and treatment rooms are being refurbished over the next few months and if this affects your appointment in any way, we will endeavour to advise you as soon as possible. Thank you for your understanding!

## Your Feedback

We hope that we provide you with the level of care and service you anticipated. If you have any concerns or suggestions on how we can improve, please feel free to contact us. Any feedback is treated with the upmost confidentiality.