

We are delighted to welcome you to our dental practice. Our team at Dental Wellness of Albany is dedicated to the optimum dental health of our patients. We embrace the concept of treating patients systemically because the mouth is not independent of the body and a healthy mouth improves overall health and quality of life.

Once your appointment is scheduled you will receive an email to confirm your appointment and a link to fill out all the necessary new patient forms. We ask that you do this when you get the link so that we will have your information prior to your visit including sending necessary x-rays. If you prefer, you can print out the New Patient forms from the website and bring them with you to your appointment, but we ask that you come in 15 minutes prior to the appointment time to go over all this information. Arriving on time without the necessary paperwork will forfeit time with the Doctor or hygienist as we commit to being on time for all of our reserved appointment times.

At your first visit we want to get to know you, we will discuss past dental issues, your vision for complete dental health and ask you about your expectations from us, our relationship is two way street. At this time we will review your medical history. We will need to know all about your medications, supplements and allergies. We will do a full oral examination including digital x-rays, photos of your teeth, oral cancer screening, a full periodontal gum assessment and a microscope sample of your plaque for bacteria. Depending on your dental condition, we may clean your teeth. We will discuss any immediate needs on this visit and discuss the best course of treatment for your overall dental health. Our goal is to make you feel welcome, comfortable and confident that you are in good hands with people who have your best interest at heart.

If you have current x-rays we would need a copy of these **before** your initial visit. You can request them to be emailed to us at 651dental@gmail.com. If we have not received x-rays by the time of your appointment we will need to take our own for a proper assessment. If you are covered by dental insurance you must have your dental card with you at this appointment. Some insurance companies do not provide cards so you may need to go online and download one and print it out for us. One of our strengths is to assist you in maximizing your dental insurance. If you do not provide the necessary insurance information at your visit, you will need to pay for the appointment and wait for the reimbursement from your insurance company.

If you are unable to keep your reserved appointment, we require 48 hour notice. We will try to confirm your appointment by text, email or phone in advance but due to technologies this sometimes does not happen and is done as a courtesy. The responsibility to keep appointments, now and in the future, is with you.

We look forward to building a relationship with you and providing you with the best experience. You can expect to be treated with kindness and respect and receive professional and quality dental care by a caring, compassionate and spirited dental team.

Our relationship is based on experience and trust. Our philosophy at Dental Wellness of Albany is to provide optimal dental health. It is our obligation to inform you of the present condition of your oral health and to provide recommendations to achieve optimal dental health. Over decades of experience with insurance, we have noticed a decline in benefits and coverage rates which have not kept up with inflation. Dental insurance should be thought of as a way to maintain a healthy mouth and will only pay a fraction of the cost for you to regain that healthy condition. We will not let insurance companies dictate dental care.

Dr. Herzog, Dr. Primomo and team at Dental Wellness of Albany look forward to your upcoming visit. By signing this agreement, you have read and understand what is expected of you and of us at Dental Wellness of Albany.

Name and Date