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www.eastgrovefamilydental.com

Welcome!

Welcome to our practice! We appreciate the opportunity to provide you with your dental care. Our staff is made up of well-trained professionals, who work together as a team to bring you the highest quality treatment in a warm, caring setting. Below you will find information about our office and important policies that answer questions that most new patients have. If you have any other questions, the office staff will be happy to help!

Office Hours

The office is open on the following schedule:

Monday.....9:00-6:00

Tuesday.....9:00-7:00

Wednesday, Thursday and Friday.....8:00-5:00

Appointments

We see all patients on an appointment basis and ask that you call in advance so that we may reserve a time for you. We pride ourselves in trying to see all patients on time. If you are unable keep your appointment, please notify us as soon as possible so we can schedule another patient that is in need of our care. We realize that emergencies occur, but we ask for your assistance in this regard. If 24 hour notice is not provided, or you fail to come to your scheduled appointment, you may be charged a broken appointment fee. If you miss multiple appointments, we will request that you seek dental care from another office that can better accommodate your schedule.

Emergency Care

We recognize that emergency dental situations do arise and we will do everything in our power to respond to your problem as quickly as possible. If an emergency arises while the office is closed, call the office telephone number and you will be prompted to leave a message on our emergency line, at which time the doctor on call will be notified. If an emergency arises while the office is open, please call the office as early in the day as possible. We reserve special times for those patients with emergency needs and you will be seen as quickly as possible.

Recall Visits

We believe in the benefits of regular preventive care and therefore, encourage all our patients to return for periodic recall visits. After each recall visit, you will be scheduled for your next recall visit. If there are changes in your: (1) health and/or medications; (2) address or telephone numbers; (3) marital status; (4) employment and insurance coverage, please advise the receptionist.

Insurance and Payments

Dental insurance is intended to cover some, but not all of the cost of your dental care. **Most plans include co-insurance, a deductible and other expenses which is due at the time of service.** Our office accepts cash, checks, and all major credit cards: MasterCard, Visa, Discover and American Express. If you have dental insurance, please bring your plan information with you to your first visit. We will make every effort to answer your questions regarding your insurance. We encourage you to familiarize yourself with the details of your particular dental plan, as the relationship is between you and your insurance company.