

Dear Patient,

Welcome to our practice. We are very pleased that you have given us an opportunity to meet you. With this letter, we hope to provide you with an introduction to our practice and give you some time to fill out the new patient information form and health history form. Enclosed also is an envelope for you to send them back to us **prior** to your appointment so that we can be prepared for you.

Dr. Schneeberger is a Lansing native and a graduate of Michigan State University and the University of Detroit School of Dentistry. Our practice was established in 1981 and is located at 5100 South Pennsylvania Avenue in Lansing. Our office is a white brick building on the southwest corner of Pennsylvania and Jolly.

We are dedicated to our patients and committed to quality dentistry. Dental care is a necessity that can be delivered with compassion. We will be considerate and thorough with every patient.

For those patients that have dental insurance coverage we request their co-payment and deductible on the day of service. We are able and happy to estimate our fees for you beforehand if you like. We will assist you by filing your insurance claim for you. There is no charge by our office for handling your insurance claims. Please be sure to complete the requested information on your financial responsibility statement (the gray form) so that we can obtain your insurance benefit information. Dental insurance plans are to assist you in paying for your dental services. Insurance companies will pay a portion of your claim, but most insurance plans are not designed to pay for 100% of all of your treatment. Please keep in mind that insurance companies are not always predictable and the patient is ultimately responsible for payment.

For our patients that do not have dental insurance, we ask for payment in full for the services rendered on the day of your appointment. In fairness to everyone, our fees are the same whether you have insurance or not.

When appointments are scheduled we want you to keep them. We generally call, as a courtesy reminder, to confirm your dental appointment two days prior to your visit. If you cannot keep your appointment *please* call our office as soon as possible, so that we can accommodate the change in our schedule. We request a 48 hour (business day—Monday through Thursday) notification. This two day notification allows our office staff time to rearrange our schedule and contact other patients. It also allows another patient time to arrange their work schedule or child care, etc. Please keep your appointment.

Take a few minutes to fill out the paperwork and return it to our office in the enclosed envelope. Please, if you have any questions, ask us. We will take good care of you.

Sincerely yours,

Dr. Schneeberger and staff.