



Winter 2019

Oct-Dec

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The Importance of Communication

An appointment with your dentist, or any other healthcare provider, has the potential to be very beneficial to your general health and wellbeing. However, any breakdown in communication from the moment you schedule the appointment, to the point where you receive a bill for services, can undermine the success of your appointment. The following is a guide to help minimize lapses in communication so that you get the most out of your next visit.

Scheduling: If you need to schedule an appointment, our office phone number is 509-332-3213. Be sure to let the office staff know the reason for your visit and what days/times will work best for them to find a space for you in the schedule.

Checking in: Make sure you arrive on time or are a little early for your appointment. Showing up late to your appointment may result in rescheduling to a new day and time. If you are doing a procedure we may require you to pay a deposit before the appointment.

Meeting with the assistant: The dental assistant will review your health history, and ask questions about any changes/concerns that you might have with your teeth. The assistant might also take x-rays during this time depending on your insurance.

Meeting with the dentist: At the end of your visit the dentist will review your treatment plan for any future treatment he suggests for your teeth. He will also go over any x-rays that might have been taken during your visit. Be sure to ask questions if you have them!

Checking out: Ask for an appointment card if you want a physical reminder for your next appointment. Our office may also send you an email/text message reminder.

Billing: After your appointment, our office staff will let you know if there is any balance due for that day. They will also give you an estimate for what your insurance typically pays for your treatment. After the insurance claim has been submitted, we will let you know if there are any changes to your billing statement.



Dr. Chiang's Continued Education Courses:

Nov 27-Dec 1: Advances in Implant Prosthodontics, Taipei, Taiwan

Dec 27-29: Digital Revolution in Implant Dentistry, Taipei, Taiwan