

GENERAL OFFICE POLICY

PRACTICE PHILOSOPHY

Our treatment goals are simple: improve overall health by recognizing and treating dental problems early. Prevention is the key to long-term health; it also makes treatment more comfortable and less costly. You can expect us to inform you of your dental health needs; restore teeth and oral structures to beauty, health and function; and show you the best way to prevent future problems from arising. We require you to follow our recommendations and home care instructions completely, and to maintain your regular checkups (plus or minus 60 days). All patients are encouraged to call with any questions concerning dental problems. Our staff is well qualified to answer most questions. If the call requires the doctor to speak with you, he will return your call at the earliest opportunity. If any other problems arise, do not hesitate to bring them to our attention immediately.

LOCATION

Our local patients can find us on Weirton Heights in the K-Mart - Kroger Plaza area of Weirton, WV. Convenient interstate access puts us approximately 12 minutes from Burgettstown, PA, 10 minutes from Follansbee, WV, and 5 minutes from Steubenville, OH. For our Ohio and Pennsylvania patients approaching from US 22/30: take the Three Springs Drive Exit ramp, turn right onto Three Springs Drive, turn left at the red-light near Saint Thomas Church onto Saint Thomas Drive. Our professional building is addressed as 200 Saint Thomas Drive.

HOURS

We offer weekday, evening, and Saturday hours by appointment only. Appointment hours are Monday and Tuesday 8:30 to 4:00 pm, Thursday from 10:00 - 6:00 pm, Friday 9:00 - 3:00 pm, and Saturday from 8:30 - 1:00 pm. The office is closed on Wednesday and Sunday.

APPOINTMENT POLICY:

All appointment time is reserved. Patients are appointed based upon procedure type, time required, doctor availability, chair availability, and personnel availability. Our appointments are scheduled carefully so that patients are seen promptly and sufficient time is allotted for every procedure. We will always try to be on time and would expect you to be prompt also. Please arrive 15 minutes before your appointment to complete registration. Bring photo identification, copies of previous dental records and radiographs, a list of all supplements and medications, and insurance or medical ID cards. Your first visit may consist of a complete oral examination, including digital radiographs and other tests to determine the condition of your mouth, teeth, and gums. Payment in full is expected at the time of your visit.

BROKEN & CANCELLED APPOINTMENTS

Cancelled appointments – any appointment with 24 hours of prior notice of change given. Prior notification is a courtesy that allows the cancelled appointment to be assigned to another patient who needs treatment.

Broken appointments – any appointment that does not have 24 hours of prior notification of change.

We require 24 hours advance notice of appointment changes. We reserve the right to charge for broken appointments. Repeated broken appointments without prior notice will jeopardize further treatment here.

EMERGENCIES

We recognize that you can have an emergency situation arise at any time, and we will do our best to respond to your problem promptly. If you do have such a problem, please call us as early in the day as possible. If you are in need of immediate treatment, we will attempt to relieve your discomfort and reschedule you for a more thorough examination or definitive treatment. Since emergencies occasionally require immediate treatment and are often unpredictable - minor delays in scheduled appointments may occur. We ask for your patience on these occasions.

INFORMATION CHANGES

Please inform us of changes in: name, address, phone number, medical & dental health, medications, employment, and insurance coverage.

CELL PHONE USE

Place all cell phones on vibrate and use for emergencies only while in the dental chair. You will not be permitted to answer your cell phone while undergoing treatment.

TONGUE AND LIP JEWELRY

All lip and tongue jewelry must be removed prior to your dental appointment - for your safety and our access to complete your dental services.

FOOD AND BEVERAGES

Food and beverages are not allowed in the dental bay areas and should not be brought onto the premises.

ILLNESS

If you have a virus or systemic infection, are coughing, sneezing, feverish, have cold sores or fever blisters - all non-emergent dental treatment will be cancelled and reappointed until you are no longer infectious.

MENTAL AWARENESS

If your mental awareness is impaired because of medicine, alcohol, or illicit drug use, your dental treatment will be cancelled and reappointed.

CHILD DENTAL APPOINTMENTS

We believe that your child's first set of teeth are extremely important, and therefore, recommend that their first dental visit be around age 2 to 3 years. In addition to checking for decay and proper development, we will evaluate any adverse habits, administer fluoride, and teach you how to properly clean and care for your child's teeth. Starting dental care at an early age will help your child form good dental habits to keep teeth healthy for chewing, speaking, and self-image.

Parents or guardians of children 12 years and under may be invited into the treatment area to participate in the experience or to discuss the child's treatment needs. Parents of children under 12 must remain on the premises at all times.

Parents or guardians of children over 12 will be asked to remain in the reception area during treatment.

NONDISCRIMINATION NOTICE: BEYOND THE SMILE DENTAL (the office of H. E. Henry, DDS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

NO SMOKING: This office is a non-smoking health care facility.