



Welcome!

We are delighted that you have chosen our team to provide your child's dental care. We want to share some information to help you prepare for your visit to our office. We are not your typical dental office...as specialists in dentistry for children we have some routines which may be different from what you are accustomed. The following information will help you and your child prepare to have a fun and informative visit!

What to expect on your child's first visit: **A parent/ legal guardian must be present for the initial exam.** We will introduce ourselves, examine your child and answer your questions. Usually by the age of 3½ or 4 years, children can cooperate for a cleaning, x-rays, and fluoride application. However, if it is your child's first visit to our office, we may elect to perform an exam only. Our goal is to introduce dentistry in a fun, non-threatening manner and geared toward each individual child. There are many "dentist" books (i.e. Rabbits First Tooth) which can be read to your child or a storyline similar to the example below can be used to help them understand:

"The dentist will help you keep your teeth healthy by looking at them and make them sparkly with a special toothbrush. They might take some pictures to see between them. The dentist will give you a new toothbrush so you can keep them clean. After that you can pick something from their prize box."

Please do not threaten a visit to the dentist as punishment (i.e. If you eat that you'll have to see the dentist).

If you are bringing non-appointed children, please bring another adult with you. Our office allocates one parent in the examination room while the child is being examined. Siblings will be asked to remain in the waiting room.

Cancellation Policies

Appointments may be rescheduled with a courtesy notice of 24 hours. If a pattern of cancellation develops or you fail to show for your child's appointments, we will refer you to another office for care.

Insurance Tips and Financial Policies

Our fees are based on the actual work provided. We are in-network providers for most Blue Cross Blue Shield plans, Delta Dental, and Cigna. We accept cash, checks, MasterCard, Visa, American Express and Discover. As an additional option, we also provide third party financing through CareCredit. Your estimated cost for fees your insurance does not cover – or does not cover completely, will be due on the day of your child's appointment. We will file your insurance as a courtesy service for you. If you recently added your child to your insurance or acquired new insurance, please determine possible "waiting periods" and if any referral forms are required by your policy. If required, please bring that information with you.

Directions

We are located in Parliament Square, on Lamar Alexander Pkwy, approximately one mile east of Blount Memorial Hospital on the right.

We will strive to provide the highest quality care and *some fun* for you and your child. We look forward to meeting your family. Thanks for placing your confidence in us.

Warmest regards,

G. Drew Osborn, DDS
Clint Brodal, DMDT.
Travis Jones, DDS