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## Welcome

**We would like to welcome you to our family**, general, and cosmetic dentistry practice, and explain our office policies and goals. We believe in preventative dentistry and patient education in order to avoid dental health problems. We hope to improve our patient's awareness to dental concerns, and preserve our patient's smiles for a lifetime.

As a patient, you can expect from us:

- Punctuality with patient care and appointments
- The highest standards of dental care, skill, and ability
- A dedication to your complete dental care
- Treatment that is as comfortable as possible, allaying patient fears and concerns
- Appropriate treatment at appropriate times
- Education and thorough explanations of treatments
- Fees that are fair and just for the services provided

In return, we do expect from our patients:

- Cooperation in making and keeping appointments
- An effort toward improving and maintaining oral health and hygiene
- Regular maintenance visits as prescribed
- Adherence to our financial and cancellation policies

We hope that our relationship should be satisfying and beneficial. Please communicate freely regarding any questions or concerns you may have regarding planned treatment, fees for services, or any other questions that may arise. Clear communication is essential to our continued friendship and professional relationship.

We look forward to getting to know you and helping you attain optimum oral health.

Sincerely,

Laura C. Herzig, DDS