

Dear Parents,

Because some parents have inquired, let us offer an explanation about the order in which patients are called to the treatment area and why treatment time can be lengthy.

We schedule patients' visits by appointment in order to respect your time and to serve you most efficiently. However, there are several types of appointments scheduled simultaneously:

- 1) Treatment appointments for restorative procedures are scheduled with Dr. Ashcraft.
- 2) Please remember that patients receiving fillings, crowns, or having teeth removed will need their tooth put to sleep. It may take 20 to 30 minutes to achieve profound anesthesia to the tooth area. The scheduled appointment time can vary per patient for some people are harder to get numb than others.
- 3) "Brief" appointments for observation following an emergency surgery or other extensive treatment are scheduled with Dr. Ashcraft. These are very short appointments scheduled to fit between longer procedures.
- 4) Emergencies seen by Dr. Ashcraft are often unscheduled because a patient may have been injured or be in pain. We try to see these patients as soon as they arrive without inconveniencing other patients. It may help to know that if your child ever has an emergency, he/she too would be worked into that day's schedule. However, emergency patients are "worked in" and may have to wait depending on the nature of the emergency.
- 5) Hygiene appointments for cleanings, preventive instructions, and such are scheduled with the dental assistant/hygienist. After the preventive procedures, Dr. Ashcraft consults with the parent.
- 6) Appointments for sealants may be scheduled with the hygienist or a dental assistant with Dr. Ashcraft seeing the patient prior to and following the procedure.
- 7) Please note that when children are called to the back a chair may not be immediately available and they have two game rooms (one with video games and one with a TV) to play in.

Please note that while we welcome your concerns about your child when they are in the treatment rooms, front desk personnel can't leave their workstation to check on your child. They will notify the next available assistant. **Asking repeatedly about your child makes the procedures go much more slowly.**

Each type of patient may be called to the treatment area in the order in which Dr. Ashcraft or a dental assistant is ready to seat them. Therefore, though you may have arrived earlier, another patient who has an emergency or who is here to see an assistant may be called first. Please know that we are aware of the value of your time, and we make every effort to remain on schedule. We welcome questions concerning scheduling or any other matter related to your child's dental care.

Thank you for selecting our office for your child's dental care. Our practice continues to grow primarily by word of mouth, and we appreciate the referrals to your family and friends.

Sincerely,

Deborah A. Ashcraft, D.M.D., P.C.