

Hidden Valley Dentistry

Dr. James H. James DDS and Dr. William A. Deyerle DDS

5020 Grandin Road Ext., SW Roanoke, VA 24018

540-989-4093 www.hiddenvalleydentistry.com

We would like to welcome you to our dental practice and explain a little about our office policies and goals. We believe in the theories of Modern Dental Care which do not support the old premise of "When it hurts - fix it". Through proper preventive care and regular checkups, we believe that it is highly likely that most of our patients can expect to keep all of their teeth for all of their lives.

Our patients can expect from us:

- A high degree of professional skill and ability.
- A dedication to your oral health care.
- A minimization of costly reconstructive work through proper preventative care.
- The highest effort to make your visits as comfortable as possible.
- The right treatment at the right time.
- Fees that are fair and just for the services provided.

In return, we expect from our patients:

- Cooperation in making and keeping appointments.
- A conscientious effort toward good oral hygiene.
- Recall visits to maintain optimum oral health.

We feel that the best investment anyone can make is to prevent the pain and discomfort associated with advancing oral disease, and to save the costly expenses often connected with the reconstruction of the damages that do occur through neglect. In order for our newly formed relationship to be mutually satisfying and beneficial, we ask that at any time you have a question or are unhappy about any treatment (proposed or performed), fee for service, or attitude of our "Dental Team", please discuss it with us promptly and openly. Misunderstandings and/or lack of communication are the only obstacles to our continued friendship and professional relationship

We do not participate with any particular insurance companies, but we will be happy to electronically file your claims as a service to you at each visit. We do ask for payment in full upon completion of service, unless prior arrangements have been made with our office manager. Your appointment time is reserved especially for you and we intend to honor our commitment to you, therefore our policy regarding broken or missed appointments is a \$75 fee unless 24 hours notice is given. We do understand that circumstances that cannot be avoided do occur, and we will always try to work with you to the best of our ability to get missed or broken appointments rescheduled in a timely manner.

We would be glad to review any records, including current radiographs (x-rays), from your previous dental office. If you would like for us to do so, please make arrangements to either bring these with you to your first appointment or have them forwarded to us prior to, via standard mail (please allow 10 business days) or email, at dnjimages@outlook.com. Please note that a records release with your signature may be required from your previous office, so please make arrangements to have that completed if necessary. We offer a printable copy of a Records Release Form to assist you in this process, it can be found under our **Printable Forms** tab. New x-rays will be required for all comprehensive exams to properly establish your patient file and to allow a complete diagnostic examination if no current x-rays are available. Our fax number at the office is 540-989-7594, if necessary for correspondence.

Again, we welcome you and look forward to seeing you soon!