



Welcome to Infinity Dental! We are excited to welcome you as the newest member of our “Dental Family.” We strive in all we do to care for each of our patients as if you were our own family. That is why we truly believe “*everyone deserves to smile*”. As with any family we have outlined what you can expect from us as your dental health care specialists and what expectations we hold for each of our valued patients.

What you can expect from Infinity Dental, Dr. Shepherd, and his team of All-Stars:

- 1) **Compassion:** We strive in all we do to provide comfort and have a compassionate environment. We foster an open and understanding relationship with each and every patient.
- 2) **Learning:** At Infinity Dental we are active learners! Dentistry is a constantly changing field and we are committed to learn and grow as the field of dentistry is ever changing.
- 3) **Quality:** We pride ourselves on providing quality dental care. We seek to utilize the best materials, products, and lab services to provide the best care for our patients. We strive to keep costs at a level consistent with the quality and services we provide.
- 4) **Service:** As a rule we want to make a difference in the lives of our patients and the community we live in.
- 5) **The Experience:** We want to help you change the way you feel about dentistry. We are constantly looking for ways in which we can improve and enhance each patient’s dental experience.

What we expect from each of our valued dental patients (i.e. our dental family):

- 1) **An active role in your dental health:** At Infinity Dental we spend great time providing quality care and education. We expect that our patients will take an ACTIVE role in their own dental health in 2 ways: 1) Consistent preventive care (Home care and Dental Hygiene appointments) and, 2) Following through with recommended dental treatment and services. We strive for excellent long-term oral health for all of our patients, but know this is only possible when we are united together. Dr. Shepherd’s recommendations are made based off your individual dental needs and not necessarily based on what your insurance coverages may be – he evaluates from a comprehensive oral health perspective. Most insurance companies try to have as limited of a scope as possible. Your treatment is always specialized for you and your individual needs.
- 2) **Keeping scheduled appointments:** Due to the demand for specific times and dates we request that all patients respect the time of our staff and others by being at your appointments and being on time. We strive to keep all scheduled appointments and to run on-time. Time is a valuable commodity and we promise to respect your time as you respect ours. Appointments are a “reservation” with Dr. Shepherd and staff and are scheduled for you directly.
- 3) **Mutual Respect:** We do all we can to be of service and make a positive experience for each and every patient and request that you do the same. We cannot tolerate angry or aggressive behavior and keep an environment of mutual trust and respect. We always do what we deem necessary to maintain a good and professional relationship.
- 4) **Payments:** We have attempted to provide many options for payment and insurance utilization at Infinity Dental for the benefit of our patients. We are committed to providing you and your family with quality dental care. We expect that all our patients will be compliant with paying for these services. We do expect payment at time of service. We strive to keep an open line of communication with all patients on all fees in order to reduce any un-expected costs. We cannot control what insurance companies reimburse and don’t guarantee payment from insurance; although we will bill them as a courtesy to you. You are ultimately responsible for all costs of the treatment you receive.

If you can accept these expectations outlined as a patient and Infinity Dental as you Oral Health Care Provider we welcome you here and look forward to a long and professional relationship. We trust that you will be happy to be part of our “Dental Family”!

Signed: \_\_\_\_\_ Date: \_\_\_\_\_