



**Christopher R. Sprout DDS**

**Welcome**

Thank you for selecting our office to serve your dental needs. Enclosed you will find a health history form and an appointment card. Please complete the history and bring it with you to your appointment. We appreciate that you have chosen our practice and we look forward to meeting you.

The Genesee Dental Group has been serving the Genesee/Lookout Mountain area for the past 25 years. We are located in the Genesee Towne Center which is central to Genesee/Lookout Mountain, and within a few miles of Bergen Park and Evergreen.

Dr. Christopher Sprout is a member in good standing of The American Dental Association, The Colorado Dental Association, The Metro Denver Dental Society, The Academy of Cosmetic Dentistry and he is on the board of the Colorado Academy of General Dentistry. In addition, he and the staff regularly attend continuing education courses throughout the year in order to provide the highest quality of care as well as the most modern techniques and treatments.

The focus of our practice is to help our patients keep their teeth for a lifetime. We do this through patient education and preventative care that includes regular cleanings, exams and x-rays. Our office treats most dental needs with a focus on cosmetic and restorative dentistry. If a patient has a treatment need that requires a specialist, we have a group of doctors with whom we work closely. We also love to treat children.

It is our goal to develop friendships with our patients and to create an environment where our patients feel confident that they are receiving the best care and are comfortable asking questions and seeking advice about their dental needs, options, and treatments.

Our practice is modern and we comply with Osha regulations regarding sterilization and infection control to keep both the patients and ourselves safe. We also have an intraoral camera which enables us to show you problems or treatment needs. This allows you to be an integral part of the treatment process.

We will be glad to assist you in billing your insurance company. Please be sure to bring your insurance information to your first appointment. Again, thank you for choosing The Genesee Dental Group and welcome to our dental family.

Best regards,

*Genesee Dental Team*

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### Adult Patient Recare Appointment

Mrs. Smith has a 9:00 cleaning appointment. She shows up at 9:20 and says, " Sorry I'm late but isn't it just a cleaning today?"

The *prophy (cleaning)* is probably the most misunderstood procedure performed in the dental office. The patient may not be aware of all the hygienist has to accomplish in a one-hour visit.

- You may have some type of *dental concern* (sensitivity, toothache, cosmetic issue). Your hygienist will address your concerns and take any necessary films or pictures to help the dentist with their treatment planning.
- The next thing we do is *review and update your medical history*. We will review your 4 primary risk factors and discuss with you how they may affect your total health. It is important to let your hygienist know about any new medications, new medical diagnosis or any surgical procedures that have occurred since your last visit. Although it may seem unrelated to you, a knee replacement, taking certain medications or herbal supplements, can be of significant importance to your treatment.
- Your hygienist will *access your need for dental x-rays*. Diagnostic films, known as bitewings, are taken once a year. These x-rays will show the hygienist and the doctor areas of decay, bone loss or infection that may be present.
- The next assessment that will be completed on every patient is *the head & neck oral cancer screening*. Your hygienist is looking for any abnormalities in the tissue on your lips, tongue, cheeks, throat or neck that could be a sign of disease.
- During *the restorative assessment* your hygienist will take an explorer and check all of your crowns, fillings and unrestored teeth to make sure that nothing is failing and that no new decay is present.
- The final assessment that will be performed is *the periodontal screening*. This will determine if you have any areas of gingivitis, gum disease or periodontal disease. This involves taking six measurements on each tooth that is then recorded on a chart. Any areas of concern will be discussed with you at this time and recommendations made to improve your numbers.

*Now it's time to actually do the cleaning.*

- While cleaning your teeth, they will give you feedback on your brushing and flossing technique, point out problem areas, and give you suggestions for your home care as well as information about home care aids.
- In the last 5-10 minutes of the appointment the doctor will do their exam. The hygienist will communicate all of the information that you have been discussing to the doctor for their final treatment conclusions.

So, as you can see, there are many steps to a cleaning and every minute of the hour scheduled for your recare appointment is put to good use.



## Dental Insurance Facts

1. Please remember that your dental insurance is a contract between *your employer and the insurance company*. Therefore, it is *each patient's* responsibility to know what their insurance coverage is. You can find this out in several ways. First, you can contact your benefit department at work and ask for a benefit booklet. Second, you can call your insurance company and ask for a benefit summary directly from them. Unfortunately, we cannot know every patient's specific plan as there are hundreds of different plans out there.
2. Benefits that you should be aware of include: age limitations for procedures, percentage coverage for preventative, restorative and major treatment, deductible and maximum yearly amount per patient. Remember, that the amount a plan pays is determined by how much the employer has paid for the plan.
3. If you receive notification from your insurance company that the dental fees charged were "higher than usual and customary", our fees are average for our area. Each year we adjust our fees to reflect the average for our zip code area. The insurance company bases their fees on a larger geographic area which includes discount dental clinics and managed-care practices. Therefore, as an optimal care provider, we believe our patients deserve the best care possible. We will not lower our standard of care to abide with insurance limitations.
4. As a courtesy, we have elected to provide the service of submitting dental claims for our patients. We must have current personal and insurance information on file. If you have received your benefit booklet, please bring it with you to your next appointment. Also, if you have questions or are confused about your benefits, please feel free to ask us.
5. In addition, we expect *all patients* to pay their co-payment portion on the day of service and we will help estimate this payment for you.

Many patients have dental insurance and we know that it can be challenging to understand at times. We will be happy to work with you to maximize your insurance coverage while minimizing your out-of-pocket expenses. We want insurance coverage to be a win-win situation for both the patient and our practice. Thank you for placing your confidence in us.



## DENTAL EMERGENCIES

What is a dental emergency? Answer: Any situation that involves sudden, unprovoked, lingering pain, swelling around the mouth or jaw, a broken or chipped tooth or bleeding from the mouth.

Knowing how to handle a dental emergency can mean the difference between saving or losing a tooth. Here are some tips that can help you cope with a dental emergency quickly and calmly.

### Knocked-out tooth

Hold the tooth by the crown (not the root), and rinse off the tooth if it's dirty. Do not scrub it or remove any attached tissue fragments. If it's possible, gently insert and hold the tooth in its socket. If that isn't possible, put the tooth in a cup of milk and go to the dentist as soon as possible. Don't forget to bring the tooth with you. The more quickly you get to us the better the chances of saving the tooth.

### Broken Tooth

Rinse the mouth with warm water to keep the area clean. Put cold compresses on the face to reduce swelling. Go to your dentist as soon as possible.

### Bitten tongue or lip

Clean the area gently with a cloth and put cold compresses on the area to keep the swelling down. If bleeding is excessive or doesn't stop in a short period of time, go to your dentist or a hospital emergency room.

### Objects caught between the teeth

*Gently* try to remove the object with dental floss. If you are not successful, go to your dentist. Do not try to remove the object with a sharp or pointed object.

### Toothache

Rinse your mouth with warm salt water. Use dental floss to remove any food that may be trapped between the teeth. Do not put aspirin on the aching tooth or gum tissues. This can cause serious burns to the soft tissues of the mouth. You can take a pain reliever to help with any discomfort.

### Possible broken jaw

Apply cold compresses to control swelling. Go to your dentist or hospital emergency room immediately.

If a dental emergency happens while you are traveling-

1. Look in Yellow pages to find the state or local dental society to get a local referral
2. Ask a hospital emergency room to recommend a dentist.
3. If you are out of the country, contact the US Embassy or ask hotel personnel to refer you to a dentist.