



## Welcome to the Children's Oral Care Centre

**Our Mission: Our compassionate team is committed to build exceptional experience and be oral health advocates for children in your community**

Dear Parents,

Your family dentist has referred your child to our practice because he/she has determined that your child deserves more specialized dental care. We would appreciate your time reading our introduction below so you can have a better understanding whether our services would be suitable for your child. If you have any questions or concern, please don't hesitate to contact us by phone [867 336 1360](tel:8673361360) or by email [info@childrensoralcare.ca](mailto:info@childrensoralcare.ca). One of our treatment administrators would be more than happy to discuss your specific situation and help you find out what is best for your child. Thank you.

### How are pediatric dentists different?

A pediatric dentist focuses on oral health and the unique needs of young people. We limit our practice to exclusively treating children. Since there are many significant differences between an adult's and a child's anatomy, physiology and psychology, we keep ourselves educated with special knowledge required to meet the dental needs of infants, children and adolescents, as well as special needs patients. After completing four years of dental school, two to three **additional** years of training are required to become a pediatric dentist. This specialized program prepares us to handle the distinct needs of your child.

### What are some unique features about us?

- We are concerned about your child's **complete** health care as good oral health is integral to a person's long-term health. (Thank you in advance for filling out the extensive medical history form)
- We focus on prevention, early detection and treatment of dental diseases but more importantly, we would like to provide tools for you and your child to implement preventive dental health habits which keep your child(ren) free from dental/oral diseases.
- We keep current on the latest advances and technology in dentistry for children.
- We aim to help all children feel good about visiting the dentist. Your child's comfort is our main concern, which is reflected in our services and our communication style. We have various resources on our website dedicated to learning about children's oral health and their dental visit. Please check out [www.childrensoralcare.ca](http://www.childrensoralcare.ca).

## What services do we provide?

The Children's Oral Care Centre provide comprehensive oral care, including diagnostic, prevention, restorative and interceptive orthodontics, for children 0-18 years old. We specialized in tailoring appropriate behavior guidance techniques for your child's particular needs, which ranges from psychological behavior interventions without medication like desensitization and play therapy to pharmacological management like Nitrous oxide sedation, Oral and IV/IM sedation and General anesthesia.

Our specialists are registered providers of the BC College of Dental Surgeons for moderate parenteral or oral sedation. Our dental assistants for sedation have additional training in Canadian Dental Anaesthesia Assistant course (CDAAC).

Learn more about sedation [www.cdsbc.org/registration-renewal/sedation-and-anaesthesia](http://www.cdsbc.org/registration-renewal/sedation-and-anaesthesia)

## We have adopted these guidelines which promote the best care of all families seeing us:

### Appointments

1. Younger children are best seen in the morning while they are fresh. As well, children requiring pre-medication (sedative) to relieve anxiety are seen in the morning due to the fasting requirement.
2. We do our best to honour your appointment time, but periodically unexpected child behaviour can result in delays in our schedule. We apologize for any inconvenience and we appreciate your understanding in such circumstances. Please allow yourself adequate time so that you and your child have time to acclimatize to this office environment prior to the appointment.
3. Because of increased administrative costs, we regret that a cancellation fee will be charged for any appointments that are cancelled, changed or broken, unless **at least 2 business-day notice** is given.

### Payments

1. Payments are due in full on the day when dental services are rendered. To make payment easier for you, we accept cash, credit cards (Visa, Mastercard) and debit cards. Sorry, we **do not** accept personal cheques, payment plans or American Express.

### Insurance

1. For your convenience, we will be glad to assist you in getting reimbursement from your insurance companies by preparing the paperwork necessary. Please ask our receptionist for details.
2. If you have two insurance plans, your insurance claim has to go to the first insurance company, wait for it to be processed, and then be sent to the secondary insurance company for further processing. This sequential processing procedure can be very long (ranges from 3 to 6 months depending on insurance companies) which can delay you obtaining your reimbursement. We appreciate your patience.
3. Since we provide specialized dental care, there may be a **difference** between our children's specialty fee and those fees covered by your own insurance company, which **are at or below** the general practitioner's fee guide. Some companies will cover this difference, others will **not**.
4. Please be familiar with your insurance coverage and insurance limits before you start treatment. Some of the procedures your child requires (eg. **Consultation fees \$50 and Sedation fees**) may not be covered by your insurance. You will be **ultimately responsible** for your account if insurance denies payment for certain procedures.

Thank you for your attention.



Phoebe Tsang DMD  
Certified Specialist in Pediatric Dentistry

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