



Children's Hospital Boston

Department of Dentistry

Children's Hospital, Boston

300 Longwood Avenue – MailStop: HU – 226

Boston, Massachusetts 02115

phone 617-355-6571 – fax 617-730-0478

www.childrenshospital.org/dentistry



**HARVARD SCHOOL
OF DENTAL MEDICINE**

Division of Pediatric Dentistry

Department of Oral and Developmental Biology

New Patient Instructions

Thank you for making an appointment in the Department of Dentistry at The Children's Hospital Boston. Now that you have set up this visit, there may be questions you would like to ask:

How do I register at Children's Hospital?

- Please arrive approximately thirty minutes prior to your actual appointment time to allow for registration. Thereafter, it will only be necessary for you to arrive fifteen minutes prior to your appointed time. If your child has never been to Children's Hospital, you **will first need to go to the Outpatient Lab Registration Desk** on the first floor of the Fegan Building. Once registered, please come to the fourth floor of the Hunnewell Building with your child's blue Children's Hospital Identification Card and check in with our reception staff.
- Parents of children who have been seen in our department previously should come directly to the Department of Dentistry and present their child's blue Children's Hospital Identification Card to our reception staff.
- Appointments in our clinic are limited and represent time reserved for your child's dental care. If you cannot keep your scheduled appointment, please notify us of your cancellation at least **48 hours in advance**. **Failure to keep appointments will mean that your child may be discharged from our care and we will cancel all future appointments.**

Please complete the enclosed registration and medical history forms, and bring them with you to your appointment.



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What is your policy for payment of dental care?

- Payment is expected at the time services are rendered. If you have dental insurance, we will be glad to bill your insurance carrier for you. While your claim is being processed, the Department of Dentistry will forward statements to you on a monthly basis so that you are able to monitor the status of your account and know the portion of the bill for which you are responsible. Please be aware that your policy may only provide partial reimbursement. Payment for these balances, as well as co-payments, deductibles and procedures not covered by insurance are required at time of service. If your child requires extensive dental care, a treatment plan and its associated costs will be discussed with you by one of our staff members. Budget plans are available to assist you should comprehensive care be required.

If this is my child's first dental visit, how should I best prepare him or her?

- You can play a major role in preparing your youngster for his/her first visit to the dentist. Please be relaxed and at ease. Any anxiety on your part will probably be sensed by your child. Tell your child that we will "count" teeth, show both of you how to effectively clean teeth and perhaps "take pictures" of the teeth. Don't use any fear-provoking words such as "hurt," "drill," "pull" or "needle." Avoid statements such as "The doctor won't hurt you."
- We thoroughly explain each of our procedures to children in terms they can understand before we perform them. We will probably ask you to accompany your child into the treatment room so that we can introduce ourselves and review medical histories or specific problems. Because we want to give your child our full attention and have his/hers as well, we may ask that you return to the reception room during the examination. Be assured that we will treat your child as we do our own. Nevertheless, we expect some children to cry since this is a normal response to a strange situation.
- At this visit, we will emphasize oral hygiene techniques to be practiced by both you and your child and answer any questions you may have. A full examination of teeth,



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supporting structures and occlusion (bite) will be performed. Radiographs (X-rays) will be taken as necessary (not routinely) to assure a thorough and comprehensive examination. Subsequent appointments may be scheduled for restorations and fluoride treatments as indicated. When treatment has been completed, your child will be placed on a periodic recall schedule (usually every six months) for which you will receive a reminder in the mail.

What is your philosophy of treatment?

- Our emphasis is on "prevention" -- home oral hygiene, control of sweet intake, topical fluoride treatments and the use of pit and fissure sealants for permanent molars. Because the primary teeth help form the adult dentition, we will do everything possible to preserve the integrity of your child's dentition while at the same time training a cooperative and calm dental patient. We offer a full range of dental services for children, adolescents and exceptional children, including interceptive and complete orthodontic procedures. Our recommendations regarding treatment and preventive care are based on an individualized assessment of your child's risk for dental problems.

How do I get to Children's Hospital?

- Directions are available via telephone call to the hospital's "Directions Line.": Call 617-355-5036 to obtain directions from various areas to the hospital. Directions are available in English and Spanish.

We look forward to seeing you and your child at your upcoming dental visit.

Sincerely,

The Doctors and Staff of the Department of Dentistry

Children's Hospital Boston