

Welcome!

Dr. Nosrati and associates, together with their wonderful team warmly welcome you to Underhill Dental.

We are committed to providing you with the highest level of care and service within our facilities. We hope you enjoy your visit with us, so please make yourself comfortable and feel free to discuss any questions or concerns with our friendly team members.

### **Before your 1<sup>st</sup> Visit**

To ensure that we provide you with a safe and great quality care, all new patients are asked to complete a comprehensive Registration and Health History Questionnaire. For your convenience, these forms can be downloaded from our website [www.underhilldental.com](http://www.underhilldental.com) and completed. For your convenience, this questionnaire is enclosed in this pack.

Please take time to complete the questionnaire in as much detail as you can. If you have any questions, our Front Office Coordinators will be more than happy to assist you.

The Registration and Health History Questionnaire can be returned to us by mail if sufficient time is available. Alternatively, it can be faxed to (416) 447-7808 or emailed to [info@underhilldental.com](mailto:info@underhilldental.com). To ensure your confidentiality is maintained, please mark any correspondence as "Confidential".

### **Your 1<sup>st</sup> Visit**

Our aim is for you to have a comfortable and stress-free dental visit, so getting to know you is the first important step in achieving this experience. Unless there is any emergency treatment required, we spend the first visit discussing your dental expectations, experiences and needs, as well as completing a thorough dental examination with radiographs (x-rays) and clinical photos if required. With today's modern dentistry, there are many alternatives with regards to treatment and we will provide you with relevant information so that you can understand your health outcomes, thus enabling you, with our support to make informed choices regarding your dental health.

### **What to Expect**

You can expect from us

- An exceptional level of professional skill and service, from the front office right through the clinical team.
- Comprehensive diagnosis and explanation of our findings.
- The development of treatment alternatives and an explanation of cost and benefits of each, so you and your family can make an informed decision in selecting treatment that is most appropriate to your individual needs.
- Safe surroundings, including strict compliance with infection control standards.

In return, we ask for your commitment in keeping appointments. We will always endeavour to be on time for your appointment and respectfully ask that you also be on time. This will ensure we have enough time to complete all the treatment that we have planned for you.

### **Opening Hours**

We are open:

Monday to Thursday 8:00 AM to 7:00 PM, except Wednesday 8:00 AM to 8:00 PM

Friday 8:00 AM to 2:00 PM

Saturday (2 Saturdays a month) 8:00 AM to 2:00 PM

The practice may, from time to time be closed for continuing dental education and professional development during these hours. This time out is essential to ensure we are able to provide the highest levels of care and service.

### Location

We are located at Donwoods Plaza. Free parking is available.



### Dental Emergencies

We understand that unfortunately dental emergencies do arise. If you experience dental pain or break a tooth, please contact us ASAP.

### Referrals

Nothing makes us happier than pleasing our patients. So if you have been impressed with our services, recommending us to others is the best compliment you can give.

