



# Mark A. Penshorn DDS, PA

Excellence in Family and Restorative Dentistry

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## PLEASE READ BEFORE YOUR FIRST APPOINTMENT

Thank you for your interest in joining our family of patients. Our goal is to make your visit to this dental office an exceptional experience as we provide care that helps you improve your dental health. Here are a few quick details you should know about.

### YOUR FIRST APPOINTMENT:

- \*Typically we will schedule this for 90 minutes, so that you have plenty of time to ask questions in an un-rushed manner.
- \*We will take a standard full-mouth x-ray series (FMX) and panoramic x-rays. If you have current x-rays of diagnostic quality, please ensure that we have them **prior to your appointment.** (Please note that there will still be a fee for reading the provided x-rays.)
- \*There may be a need to involve mouth models and/or pulp health testing at this appointment to assist in accurately diagnosing a problem.
- \*We will discuss all of our findings with you.
- \*A child's first appointment will usually include cleaning their teeth. However, for adults we will typically schedule the cleaning on a different day after this initial exam has identified your dental priorities.

### PAYMENT:

- \*Payment is expected on the day of service.
- \*We accept Master Card/Visa and Discover cards. Our patients also have access to a medical financing company called Care Credit, which can assist you with a payment plan if you desire it.
- \*If you have dental insurance, we can file your insurance claim as a courtesy to you. For the first appointment, you will be reimbursed directly from the insurance company. Depending on the plan your employer has purchased for you, you can expect to have most but not all of the initial exam and x-rays covered. Any portion not covered is your responsibility.

### SCHEDULING:

Broken appointments leave other patients in pain! We are serious about providing exceptional care to our patients and make every attempt to schedule your time in our office as conveniently and efficiently as possible. We ask that you treat your appointments with us as seriously as we do. Missed or broken (cancelled with less than 24 hours notice) appointments may result in a broken appointment fee added to your balance due and require special arrangements prior to scheduling additional appointments.

### SPECIAL CONCERNS:

We are prevention-oriented here! We want to intercept problems before they cause you pain. We are also willing to tackle complex dental problems. Please feel free to ask us any questions you may have about your dental health. We are here to serve you well and look forward to meeting you!!

Dr. Mark A. Penshorn and staff

[www.drpenshorn.com](http://www.drpenshorn.com)