

# ENDODONTIC SPECIALISTS

## Specialist Referral Guide

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# Preface

Endodontic Specialists' mission is to provide optimal quality dental care in an efficient and caring, state-of-the-art environment where we endeavour to attend to our patients' individual needs with precision, respect and dedication.

It is our duty to maintain the highest standards of our profession and to render treatment accordingly in a safe and clinically healthy environment. We, at Endodontic Specialists, have dedicated our professional lives to improving the comfort and dental health of those who seek our care. All patients will be thoroughly examined and diagnosed in an effort to determine the nature and cause of their discomfort and concern. Anyone directed to our office will receive the benefit of prompt emergency care. We promise to always be sensitive to the needs of your patients, and to treat everyone equally with the respect they deserve.

Our goal is to maintain a high quality of patient care to benefit your practice and clientele. Our team will make treatment as comfortable as possible for your patients by using the most modern and effective techniques (e.g. digital radiography, reclining cushioned chair, personal flat screen monitors), and offering various options for sedation. All of our specialists are equally well-trained and exceptional at their profession.

After endodontic treatment, your patients will be returned to your care with specific recommendations for the completion of the final restoration. Our practice will contact your patient periodically after treatment to carry out a follow-up assessment.

# Effective Communication

Clear and effective communication between all parties is essential in the referral process.

It is the role of the general dentist to manage the overall dental health care of the patient. When appropriate, any care rendered by a specialist should be coordinated with that of the referring dentist, with a clear understanding of the role of each in providing patient care. Patients should receive clear, consistent information about their dental concerns and treatment from all dental professionals to avoid patient confusion.

The following guidelines are necessary to provide your patient with the utmost professional care. They are inspired by the Royal College of Dental Surgeons of Ontario's May/June 2007 edition of dispatch and are intended to explicate the responsibilities of both the referring dentist and Endodontic Specialists.

# Endodontic Specialists ask that you please:

## Inform your patient of the following...

- An examination is always necessary prior to any treatment.
- Digital radiographs may be required for the examination.
- All payments are due when services are rendered.
- To bring their insurance information to Endodontic Specialists for their initial examination. This will expedite the submission of your patient's insurance claims.
- Our general office policies, contact information, appointment scheduling, cancellation instructions, and hours of operation.
- If your patient inquires about the endodontic treatment fees, or you feel it is appropriate to discuss fees, you may inform your patient that, although there may be an examination fee, this may be part of the total treatment cost. After the examination, your patient will be informed of their fee for recommended treatment. A predetermination will be prepared for insurance and, where possible, be forwarded electronically on their behalf.

## **Inform our office of the following...**

- Whether your patient's case is urgent.
- Your patient's need for special financial arrangements.
- Any feedback on the overall visit with our office. This can include treatment outcomes, level of satisfaction and a general appraisal of the experience with Endodontic Specialists' team (e.g. treatment coordinator, dental assistants and endodontists).

## **In return, we will ensure that your patient is given...**

- All details of the appointment, including time, date and location. Additionally, Endodontic Specialists will inform your patient of the approximate duration and fee for the examination.
- Adequate information to make an informed treatment decision after the initial examination. This will include:
  - Diagnosis, recommended treatment, and prognosis.
  - Advantages and disadvantages of treatment and alternatives.
  - Costs of recommended treatment.
  - Ramifications of the recommended treatment – e.g. need for future treatment, follow-up and maintenance.
  - A predetermination for their treatment plan. Your patient will be asked to sign a consent form which signifies that they give Endodontic Specialists informed consent to proceed with the recommended endodontic treatment that they will pay for when the services are rendered (if special financial arrangements are necessary, they may be discussed).
- The highest quality of dental care and comfort during their visit(s) to our office.

# For Your Convenience...

- We have equally well-trained and exceptional endodontic specialists.
- We have staff members that are fluent in a wide variety of languages.
- We offer continuing education courses. (Please check our website for the schedule.)
- We offer two different downtown locations, both of which are in close proximity to the subway, bus and parking.
- We offer Saturday and evening appointments.
- We offer an after-hours answering service.
- We offer emergency care for your patients.
- We offer sedation services.
- We offer digital imaging which provides up to 90% less radiation compared to traditional radiographs.
- We offer online referrals. This allows dentists to refer patients online and allows patients to complete their health history online.
- Our website ([www.rootcanals.ca](http://www.rootcanals.ca)) presents patients with the opportunity to ask one of our endodontists questions and receive informative answers promptly.
- Our website offers original animations of the various procedures performed in our office.
- Our website offers basic information, treatment preparation and post-op information.

**We are always available for you and your patients, or anyone requiring our services.**

**We encourage all referring dentists to drop by for a visit, or to contact Endodontic Specialists and arrange for a tour of our office to meet our team and see them in action.**

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Our Team is available:

**Monday – Friday: 8:00 A.M. – 5:00 P.M.**

**Saturday and evening appointments**

**are available and emergency care**

**is offered for your patients**

**seven days a week**