

### ROOT CANALS:

Root canal treatment is about 90% successful. They do occasionally fail. If you lose your tooth within **3 years** due to failure of the root canal, we will refund half of the root canal fee, or apply it as a credit towards a replacement tooth.

### COMPOSITE (tooth colored) FILLINGS:

If a composite restoration is the recommended treatment of choice, we will replace or repair it in the event of failure for a period of **3 years**. If the tooth breaks and requires a crown or onlay, we will credit the cost of the filling towards the crown or onlay.

### DENTAL IMPLANTS:

If the implant fails to integrate we will replace it up to **1 year**.

PFM (porcelain-fused-to-metal) AND ALL METAL INLAYS, ONLAYS, CROWNS, AND BRIDGES are warrantied for **3 years**.

### ALL CERAMIC AND RESIN INLAYS AND ONLAYS, CROWNS AND BRIDGES

carry a **1 year** warranty. We will replace or repair them at no charge during this period if they break, are lost, or decay with normal use. (This does not include accidents that could also break normal healthy teeth or clenching and grinding habits).

THE ABOVE RESTORATIONS ARE NOT COVERED IF ROOT CANAL TREATMENT NEEDS TO BE DONE THRU IT AFTER PLACEMENT.

### DENTURES AND PARTIAL DENTURES:

We will warranty dentures and partials for a period of **3 years** if a tooth chips, breaks, or a flange or frame breaks under normal use. This warranty does not cover accidents such as dropping your denture. Full upper and lower denture patients must be seen once every 18 months.

PATIENTS WITH SOME OF THEIR NATURAL TEETH MUST BE SEEN AT THE PRESCRIBED RECALL APPOINTMENT OR THIS WARRANTY IS NULL AND VOID (minimum every 6 months).

### \*\*\*\*\*IMPORTANT NOTE\*\*\*\*\*

As you can see, we are confident of the durability of our treatment as prescribed for you. The primary key to your long term success is spending a few minutes a day on your home care: brushing, flossing, using fluoride, and using prescribed products. The second key to success is regular professional examinations, cleanings, X-rays, and fluoride treatments (2, 3, 4, & 6 month intervals, depending on your condition). Finally, the last key to your long term success is wearing a **NIGHTGUARD**, if it was recommended for you due to your clenching and grinding habits. This warranty does not cover accidents that cause damage to the teeth or dental prosthesis. **FAILURE TO HAVE THESE REGULAR VISITS WITH OUR OFFICE AND NOT FOLLOWING THE RECOMMENDED TREATMENT AS MENTIONED ABOVE VOID ALL WARRANTIES.** Help us help you maintain your teeth for a lifetime.

# FAMILY SMILE CENTER, LLC

*Cosmetic & Family Dentistry*

*"At FSC, you're treated like family!"*

**Peter W. Cha, DDS, FAGD**

**Danny H. Dinh, DDS**

**Sandy Cha, RDH, BS**

**Laura Griffith, RDH, BS**

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Dear New Patient,

Thank you for giving our team the privilege of providing your dental care. Our pledge to you is that we will strive to provide outstanding dental care using the most up-to-date proven technology and techniques in a warm and friendly environment. We will listen to your concerns and tailor your treatment based on optimal health and what you value. Our team will inform and educate you whenever appropriate on the services you receive and on any services you may be considering.

Our goal is to be there for you promptly in the event of dental emergency. We will do everything in our power to see you on time and make your visits as pleasant as possible. Let us pamper you with massage chairs, stereo headphones, warm scented moist towels after the treatment, and televisions in the ceiling. In turn we ask you to keep your appointments, arrive on time, and keep your account current.

Welcome with warmest regards!

Peter W. Cha, D.D.S., F.A.G.D.



*Where did Dr. Cha and Dr. Dinh get dental training from and how long has each been in dentistry?*

Dr. Cha graduated from Baltimore College of Dental Surgery in 1986. He is a Fellow of The Academy of General Dentistry (AGD) which requires one to pass a Board Exam and complete over 500 hours of Continuing Dental Education covering areas such as, Cosmetic Dentistry, Reconstructive Dentistry, Orthodontics, Endodontics, Oral Surgery, Periodontics and Implants. As a member of the AGD he is committed to continuing dental education. Dr. Cha is also a member of American Association of Functional Orthodontics (AAFO), International Association of Orthodontics (IAO), and American Academy of Cosmetic Dentistry (AACD).

Dr. Dinh graduated from University of CA, San Francisco School of Dentistry in 2001 and has been in a private practice in California before moving to Maryland with his wife, who is also a dentist. He is also a member of the AGD.

*What kind of training or certification does your dental team have?*

Our clinical dental assistants are Lori, Roxi, Aubrey and Cat. Lori and Roxi hold certificates in expanded duties in dental assisting, orthodontic assisting, and radiology. Aubrey and Cat are graduates of Hagerstown Business College from Dental Assisting Program and are on their way to become a world class dental assistants. Our administrative team members, Kristi, Shirley and Sheila have years of prior clinical dental assisting experience which makes them better able to answer questions involving treatment, scheduling, as well as financial matters. Kristi and Shirley have been in our team since 1988 and 1992, respectively. Unlike most hygienists who hold a two-year degree, both of our hygienists, Sandy and Laura went through a more rigorous training program and hold a four year Bachelor's Degree in Dental Hygiene. Sandy has been taking care of our patients and their family's gums and teeth since 1986! Laura, before moving to Frederick, had been working as a full time hygienist in the same private practice for over 10 years, while teaching part time in Columbus State Community College, in Department

*Do you offer a payment plan or financing?*  
Yes! We offer several options. Please ask for Shirley, Kristi or Sheila for details.

*Do you offer discounts?*

We offer a prepayment discount and senior citizen discount. Please ask Shirley, Kristi and Sheila for details.

*Is there a warranty on your dental services?*

The long term success of the dental treatment we provide for you depends upon your continuing home care of your teeth and gums, regular professional exams, cleaning and fluoride treatments. The products recommended by us for you and the frequency of those regular visits depend on your individual condition. Those visits may be every 6, 4, 3, 2, or even 1 month apart, depending on your oral health. **YOU MUST KEEP THE PRESCRIBED REGULAR RECALL APPOINTMENTS OR THESE WARRANTIES ARE NULL AND VOID (minimum every 6 months).** With that in mind we offer the following limited dental warranties:

**DENTAL SEALANTS:**

Sealants are plastic coating placed on the chewing surfaces of the teeth to prevent decay in the pits and grooves of the teeth. These are the most common areas to get cavities. Floss and the use of fluoride will help prevent decay between the teeth. We will repair or replace sealants for a period of **3 years** after placement at no cost. If decay is present on the chewing surface, the replacement filling will be done at no charge.

**DENTAL AMALGAMS:**

Although it is an option, our office does not use amalgam (silver fillings) as a standard of care. We offer Composite (tooth colored) fillings.