

# New Patient Appointments

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Philadelphia FIGHT Family Dentistry is committed to providing expedient and reliable dental services. Because patient care is of utmost importance to us, we have developed these protocols to assure that new patients to our practice can receive clinical care in a timely fashion.

## I. SCHEDULING

- A.** FIGHT Dental will always accept new patients for Comprehensive and Urgent Care.
- B.** FIGHT Dental has different scheduling and different appointments reserved for Comprehensive Care and for Urgent Care. There are many more Urgent Care appointments as we want to be sure to treat urgencies before they become emergencies.
- C.** FIGHT Dental will always prioritize existing FIGHT Medical patients for Comprehensive Care scheduling.
- D.** If the patient has any urgent dental needs, as defined by the Urgent Care Protocol, they should let us know when scheduling and we will offer them the next available Urgent Care appointment.

## I. NEW PATIENT INFORMATION

- A.** New patients should be informed of the following when scheduling their first appointment with FIGHT Dental:
  - i.** FIGHT Dental is not a “free clinic”
    - 1.** We accept most major insurances and Medicaid
    - 2.** Sliding Fee Program
    - 3.** Payment Plans
  - ii.** What to bring to the appointment (where applicable)
    - 1.** Photo ID
    - 2.** Dental and/or medical insurance cards
    - 3.** Proof of income as outlined in the Billing Protocol.
  - iii.** What to expect at the first visit
    - 1.** Not a cleaning!
    - 2.** Comprehensive oral evaluation, including oral cancer screening
    - 3.** Full mouth series of x-rays or a panoramic x-ray
    - 4.** Comprehensive treatment planning, including a thorough discussion with your dentist.
  - iv.** Please review our Broken Appointment Protocol