



Dr. Mindy Fong

& ASSOCIATES

WELCOME TO OUR OFFICE!

First time here? WELCOME! We are so happy to have you here at our dental clinic in the heart of Mississauga. My name is Dr. Mindy Fong, and I have been practicing family dentistry for over 12 years. As the clinic has grown, we have also welcomed Dr. Shirley Chan as an associate. Our office is proud to offer a full line of dental services and products, including cosmetic, pediatric and emergency dentistry, preventive treatment, Zoom!™ Whitening, crowns and bridges, appliances, and more. Our business hours are Monday to Thursday, from 8:00AM to 6:00PM. To serve you better, we are now open on Saturdays!

In order to provide complete care, we require your health history as part of your patient record. All information on file will remain confidential. Enclosed is a medical and dental history questionnaire, as well as a privacy consent form. Please reference the information sheet for FAQ's. We are glad to discuss any questions you may still have. You can also visit our website www.drmindyfong.ca or check out our Instagram page, @drmindyfong!

Thank you for choosing myself and my team for your dental care. We appreciate the confidence and will strive to provide the high quality of dental care that you expect. We have worked with thousands of people in our community, just like you, who have experienced excellent results with the care we have provided.

Regards,

Dr. Mindy Fong

NEW PATIENT INFORMATION SHEET

Our Pledge

Trust is a major reason behind our success as a dental practice. Visiting a dentist can be an anxious experience, and we ensure you feel comfortable during your visits. Our doctors will discuss your individual oral care priorities with you in an environment that is relaxed and non-judgemental. Together, you and the doctor will develop a custom treatment plan to help you achieve the smile you desire.

Safety comes first. Preventing infections is very important to us. We protect patients and ourselves by maintaining sterilization and cross contamination processes by the Canadian Dental Association (CDA), the Occupational Safety and Health Act (OHSA), and the Center pertaining to Disease Control (CDC).

We strive to supply preventive vs. reactionary care. We focus on regular hygiene maintenance and recall exams as preventive measures to dental problems and disease. Our doctors provide individualized instruction to help you care for your smile at home and promote long-term oral health care.

Dr. Fong has a team of highly-trained and skilled clinicians. We are committed to continual education and attend dental seminars to stay informed of new techniques, the latest products, and equipment that a modern dental office can utilize to provide state-of-the-art dental care.

Previous Records

For those patients who are transferring from another practice, it is helpful for the clinical staff to have access to your previous records and radiographs before your first appointment. This way, we will not need to re-take any additional x-rays if you have current ones (usually within the last year). Please complete the enclosed records release form and submit to your previous dental office as soon as possible. We are glad to do it on your behalf, as well, if you return the release form to us.

Rescheduling Policy

Appointments are scheduled carefully so we can provide you the most efficient care. We make every effort to honor time commitments and we appreciate patients extending the same consideration to us. Patients are reminded of their appointments as a courtesy two weeks and one day in advance.

We understand that, occasionally, appointments need to be rescheduled. In these cases, we kindly ask for 48 hours notice so that we are able to offer the reserved time to another patient in need of dental treatment. If an appointment is missed, a fee may be charged to your account. Under reasonable circumstances, this fee may be waived. We appreciate your understanding of and cooperation with this policy.

What to Expect at Your First Appointment

At your first visit, the doctor will sit privately with you and thoroughly review your medical and dental history, as well as your dental goals. Following, you will be given a clinical examination where the doctor checks for tooth decay, missing teeth, restored teeth, fractured teeth, periodontal and gum health, and oral cancer. Any necessary radiographs will also be taken to keep your records up to date. The doctor will ensure that the appointment wraps up with both of you on the same page and will ensure that you understand all the findings and the treatment plan.

After your clinical exam, you will book your hygiene appointment with our patient care coordinator, who will make every effort to schedule your visit at a time most convenient for you. If any treatment needs to be done, such as fillings, crowns, etc., those appointments can be booked then as well.

Financing

For your convenience, we accept cheques, cash, and all major credit and debit cards, with the exception of American Express. Full payment is expected at the time services are rendered, regardless of the estimated benefit from your insurance provider.

We understand dental costs can be high, which is why we do offer payment plans under certain circumstances. Please speak with our patient care coordinator if you are interested in utilizing a payment plan.

Insurance Billing

As a courtesy to you, we will submit your dental claims on your behalf to your insurance provider following all your appointments. We do not directly bill to your insurance however, and the patient is responsible for full payment of fees at date of service. Your insurance provider will reimburse you the amount estimated in your plan. Not all dental services are necessarily covered under your dental insurance plan. It is essential that you read and understand your coverage and pay special attention to any pre-determination requirements, exclusions, deductibles, and waiting periods. If your coverage changes for any reason, please notify the office so we can update our records.