

# 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 endeavor 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. The doctors and staff who work at Endodontic Specialists have dedicated their 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 its clientele. Our team will make treatment as comfortable as possible for your patient by using the most modern and effective techniques (e.g. digital radiography, reclining cushioned chair, personal flat screen monitors), and offering various options of sedation. All of our specialists are equally well-trained and exceptional at their profession.

After endodontic treatment, your patient will be returned to your care with specific recommendations for the completion of treatment. Our practice will contact your patient periodically after treatment to carry out a clinical audit.

# 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 a general dentist, with a clear understanding of the role of each in providing patient care. Patients should receive clear, consistent information about their dental problems and treatment from all dental professionals to avoid patient confusion and aggravation.

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 edition of dispatch and are intended to explicate the responsibilities of both the referring dentist and Endodontic Specialists.

# Endodontic Specialists asks that you please:

## Inform your patient of the following...

- An exam is always necessary prior to any treatment.
- Digital Radiograph may be required for the examination.
- All payments are due when services are rendered.
- To bring his/her 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 regulations, cancellation instructions, and hours of operation (i.e. pre-examination instructions).
- 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 will be an examination fee, this fee is part of the total treatment cost. After the examination, your patient will be informed of his/her fee for recommended treatment. A pre-determination 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 procedure 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 its 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.
  - Costs of recommended treatment and alternative approaches.
  - Ramifications of the recommended treatment – e.g. need for future treatment, follow-up and maintenance.
  - A predetermination for his/her treatment plan. Your patient will be asked to sign a consent form which signifies that he/she gives Endodontic Specialists his/her informed consent to proceed with the recommended endodontic treatment that he/she 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 his/her 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 after-hours answering service.
- We offer continuing education courses.
- We offer two different locations (Bay Street and King Street location). Both of which are in close proximity to subway, bus and parking
- We offer late office hours on Thursdays.
- We offer Saturday appointments.
- We offer emergency services.
- We offer digital imaging which has up to 90% less radiation than traditional radiographs.
- We offer online referrals. That allows dentists to refer patients on line and allows patients the ability to complete their health history on line.
- 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 authentic instructional animations of various procedures.
- Our website offers basic information, treatment preparation and post-op information.

**We are always on call for 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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Office Hours:  
Monday – Friday: 8:00 A.M. – 5:00 P.M.  
Thursday: 8:00 A.M. – 7:00 P.M.  
Saturday: 8:00 A.M. – 1:00 P.M.