



Steven W. Hamrick, DMD
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OFFICE INFORMATION

Our office strives to deliver the highest quality of periodontal and implant care possible. We are committed to the delivery of your treatment in a well-organized, efficient, and caring atmosphere. Periodontal therapy is as much an educational experience as it is a treatment experience, so we intend for you to fully understand the nature and extent of your problem. Please feel free to ask questions regarding any aspect of your proposed therapy.

INFECTION CONTROL

Our office utilizes state-of-the-art infection control procedures and exceeds recommendations of the American Dental Association and OSHA for sterilization and infection control. We want you to feel safe and protected while undergoing treatment with our office. Should you have any questions related to these procedures, please do not hesitate to ask any clinical staff member.

APPOINTMENT POLICY

Patients are seen by appointment, Monday through Wednesday, 8:30 a.m. to 4:30 p.m. & Thursday 7am to 2:30pm. We try our best to stay on schedule, although emergencies sometimes arise. If there are serious delays, we will try to notify you beforehand. Please assist us by being on time for your appointments. For those who have difficulty keeping scheduled appointments, we will attempt to accommodate you with short notice openings in our schedule.

CANCELLATIONS

The nature of our service is such that we reserve time especially for you. If you are unable to keep your appointment, cancellations should be made two days prior to your non-surgical appointment. Changes to any surgical appointments require notice of one week. This allows us to be of service to other patients.

FINANCIAL POLICY

All patients are responsible for charges once treatment has been performed. As a courtesy to our patients with dental insurance, we will file with most plans if we are supplied with necessary information. However, we do ask that payment be made in full, and your insurance carrier will be instructed to reimburse you. Our business manager will discuss financial arrangements in detail during your consultation appointment.

EMERGENCIES

If you have an urgent problem that cannot wait, please call the office as early as possible in the morning so that we will be able to see you with minimal waiting. If you need emergency attention after office hours, you may call Dr. Hamrick at 280-8317 (cell) , or Dr. Travis Whitley at 252-883-8881 (cell), or Dr. McKenzie at 360-8450 (cell).

CONFIDENTIALITY

Your dental record is strictly private, and our office follows HIPAA guidelines for confidentiality. No information regarding your condition will be given to your employer, friends, or relatives without your permission.