



Melissa S. Zettler, D.D.S.

[www.cherrywooddental.com](http://www.cherrywooddental.com)

Cherrywood Dental Care, P.A. • 14127 Vernon Avenue South, Savage, MN 55378 • 952-440-9303

### ***Welcome to Cherrywood Dental Care, P.A.***

We are delighted to welcome you and pleased that you have chosen us to serve your dental needs. We are dedicated to provide superior dental care, and proud of the success we have achieved with our patients.

What you can anticipate on your first appointment.

- ◆ The gathering of information (X-rays and examination) to make an accurate diagnosis of your unique situation. This takes approximately 1 hour.
- ◆ An open and honest discussion of financial issues.
- ◆ A professional cleaning will not be a part of the first appointment since each person's needs are different, and the appropriate time must be scheduled on a case-by-case basis.

Enclosed you will find patient information and dental history information sheets. We ask that you complete all forms and return them to us at your appointment. If you have been advised to pre-medicate prior to dental treatment, please remember to take your medication. Please have any current x-rays from a prior dental office forwarded to us prior to your appointment, or a new series will be needed to complete your exam.

If you need to reschedule your appointment for any reason, please notify us at least 48 hours in advance. We will be glad to help you find a more convenient time. Charges may be made for broken appointments. We appreciate you choosing Cherrywood Dental Care.

Very truly yours,

Melissa S. Zettler, D.D.S.

# *Our Vision* \_\_\_\_\_

## *We Believe In...*

Creating lifelong partnerships by providing excellence in care, one patient at a time.

## *Our Commitment To You*

- We will treat everyone individually, helping to identify your goals and form a personalized plan to achieve them.
- You are an honored guest in our practice; as such we will give you our undivided attention.
- At no time will we sacrifice the quality of care due to time or cost.
- We will actively involve you in all phases of your care, forming a partnership in health.
- We will always give you our very best care, skill and judgment.
- We will always make decisions with your best interest in mind.
- We will educate ourselves at the highest levels to provide you with the very best in treatment options.
- We will strive for excellence in everything we do.

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Personalized & Comfortable Dental Care

# *Sterilization*

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When you enter Cherrywood Dental Care, you will see a clean and neat office. When it comes to patient safety, however, the things you can't see are even more important than the things you can. Cherrywood Dental Care strictly complies with the recommendations of the American Dental Association, OSHA, and the Centers for Disease Control and Prevention. The following are some of the sterilization protocols followed at Cherrywood Dental Care.

- 1) Each treatment room uses a separate reservoir of distilled and filtered water for all clinical procedures.
- 2) All waterlines are routinely blown dry and disinfected.
- 3) After every use, we soak all metal instruments in an ultrasonic wash that uses high-frequency sound waves to remove any microscopic particles. The instruments are then blown dry and sterilized in a heat sterilizer. After this sterilization procedure is complete, the instruments are sealed in sterile bags and stored until needed.
- 4) Whenever possible we use "single-use" items that are thrown away after each use.
- 5) After each patient, we clean and disinfect each treatment room with the same disinfectants used in today's best hospitals. This process is done twice to assure disinfection.
- 6) We dispose of all sharp instruments in a biohazard container. These containers are regularly retrieved and emptied by a certified and licensed facility.
- 7) All of our staff wear facemasks during active patient care. These masks prevent the spread of bacteria and viruses.
- 8) Safety glasses are worn by staff during patient care, and are available for patient use also.
- 9) We employ sterilization monitors regularly to guarantee that our equipment works properly.
- 10) New rubber gloves are worn for every patient, and disposed of immediately after their one and only use.
- 11) Perhaps most importantly, we know that health-threatening viruses, bacteria, and other conditions are constantly changing and evolving. We are therefore committed to intensive continuing education so that we remain current, informed, and capable of state-of-the-art patient protection.

# *Guidelines*

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## **Appointment**

An appointment in our schedule is a bond of trust that we will be here to serve you -- and you will be present for treatment. Our appointment guideline is firm in this regard, and we cannot accommodate frequent cancellations or short-notice changes. If you need to reschedule an appointment, please give 48 business hours or a 50.00 fee may be assessed.

## **Financial**

Payment for your services is due at the time you receive your care. Our office accepts cash, check, CareCredit, Visa or MasterCard. We offer a 5% savings when paying in full with cash or check on the day of your appointment.

## **Insurance**

As a convenience to you, our staff will submit charges for services to your insurance carrier. Our staff is familiar with most insurance companies and will help you receive the maximum allowable benefits. We do, however, consider the patient responsible for the payments. Patients should be aware of their policy's limitations. Please bring current insurance cards and claim forms with you on your first visit.