

OUTPATIENT DENTAL SURGERY AND TREATMENT INSTRUCTIONS AND INFORMATION

Dear Parents,

In order to schedule your child for outpatient dental treatment at the hospital, please read the following information and the materials enclosed in the packet **carefully**. It has been determined, through mutual decision by you and Dr. Moran or Dr. Brooks, that the appropriate treatment modality to safely and effectively complete your child's dental needs is to perform the necessary treatment under general anesthesia or deep sedation in a hospital setting. If you have any questions about the enclosed information, please contact our office at (919) 468-9775. The following information is based on the guidelines of the American Academy of Pediatric Dentistry and the surgery protocols for Wake Medical Center, Western Wake Medical Center and our office. It is provided to help answer some of the most frequently asked questions and ensure that your child's treatment proceeds as safely and efficiently as possible.

Enclosed are informational handouts that discuss the day's procedure, how to prepare prior to the day of treatment, detailed instructions for the day of treatment along with important numbers and steps required to schedule your child. Also enclosed is information regarding payment and billing information for both our office **and** the hospital. Please pay particular attention to the CANCELLATION POLICY enclosed in the PAYMENT POLICY for OUTPATIENT DENTAL SURGERY.

PRIOR TO TREATMENT

- Provide our office with your child's social security number!
- Provide our office a copy of your Dental *and* Medical Insurance cards.
- If you have dental insurance, we will submit a pre-treatment estimate to your insurance company and accept assignment of benefits for treatment as a courtesy to you as our patient. It can take as long as thirty (30) days for your company to process the pre-treatment estimate, longer if additional information is required. We will ask that you provide payment of the difference prior to treatment (see Payment Policy for Outpatient Dental Surgery). Please remember that this is a pre-treatment estimate and treatment may change, either more or less, once a thorough examination and x-rays are obtained while your child is comfortably sedated. We make every attempt to submit a complete treatment plan but this may be difficult if a thorough examination and x-rays were not possible in our office due to the extent of your child's anxiety.
- Set up a physical examination with a hospital-approved physician or pediatrician. (Within one week of the proposed treatment date.) The physical may be done within 30 days prior to the treatment, but it must be updated within 7 days. These are hospital policies. You may call the physicians line at Wake Med Cary to check to see if your current physician is approved by Wake Med Cary. Their number is 350-8900. If your physician is not approved please call our office and we will be glad to give you the name of an approved physician.
- Call your medical insurance to determine if they will provide coverage for the "operating room" at Western Wake Medical Center (or Wake Medical Center) and for anesthesiology services (provided by Critical Health Systems of NC, (919) 873-9533). You may call Critical Health Systems of NC directly to see if they participate in your insurance.

Ask your medical insurance company what, if any, additional information you need to pre-certify payment by them. Call the number on the back of your insurance card, provide the patient's name, parent name, group number, procedure to be performed and diagnosis (Full mouth dental rehabilitation and x-rays under general anesthesia - Diagnosis: Acute situational anxiety reaction to dental treatment and dental caries). If needed, we can provide a letter of medical necessity and a copy of the bill passed by the N.C. State Legislation that provides for medical reimbursement for dental care for children under anesthesia. Some companies like to know the date of treatment or other clinical information. If your medical insurance company provides an authorization letter or number, keep a copy and provide the hospital with the letter or number. Please call Sandy Gallo at the Western Wake Medical Center business office at (919) 233-2416 with this number.

ONE WEEK PRIOR TO TREATMENT

- **Pediatrician Physical** - your child will need a physical examination by an approved physician the week before treatment. Please give your pediatrician the PHYSICIAN'S ORDERS to complete the appropriate portion. This visit is required by the Guidelines of the American Academy of Pediatric Dentistry and ensures your child is healthy and that your pediatrician agrees with treatment under anesthesia. After they have completed the form, **please instruct them to fax a copy to our office at 468-5001. Please be certain that you have this form with you when you leave.**
You will need to bring this completed form with you to the Pre-Operative hospital appointment.
- All enclosed forms need to be signed and given to our office. This includes "Instructions to Parents..." and all appropriate Consent for treatment forms.
- **Pre-Operative Hospital Phone Call** – This phone call will come 1-2 days prior to your scheduled hospital appointment. The hospital will contact you.
- Payment in full for the dental services to be rendered is due seven days prior to hospital appointment. If you have dental insurance, we will accept the pre-treatment estimate that has been authorized by your dental insurance company along with your payment for the difference for the total dental services. Please see Payment Policy for Outpatient Dental Surgery.

We realize this may seem like a lot to do but is necessary to ensure that your child's treatment proceeds safely and efficiently without delays. Please call our office if you have any questions regarding these instructions. (919) 468-9775.