



PROTOclinics

Certified Specialists in

P R O S T H O D O N T I C S

Suite 1403 – 805 West Broadway – Vancouver, BC V5Z 1K1

Welcome to our prosthodontic dental practice. Our goals are to offer your personal, professional care in a friendly environment, and to achieve an optimal result based upon comfort, function and aesthetics. You are a key participant in the provision of prosthodontic care.

You may have directly sought out our specialty services or were referred by your dentist or another dental specialist. Not everyone knows what a prosthodontist is or why he or she is seeing a dental specialist. A Prosthodontist specializes in that part of dentistry pertaining to the restoration and maintenance of oral function, comfort, appearance and health by the replacement of missing teeth and oral tissues with artificial substitutes such as implants, implant prosthetics, crowns, bridges, veneers, and dentures. Prosthodontists are diagnostic and treatment planning experts who commonly deal with complex cases and coordinate referrals to other specialists as needed. Dental cosmetics and the correct working of a person's bite are also in their area of expertise.

An open discussion of your dental concerns and desires together with a thorough clinical examination of your mouth will help in developing appropriate treatment options that are clinically proven. Your first visit or consultation will require you to fill out paperwork concerning personal information and a medical history. This takes approximately 15 minutes prior to your appointment time. The paperwork can also be obtained ahead of the appointment time through a link on our website at www.prosthodontist.ca. Your personal information may be shared only with other dental professionals participating in your care. Your consent to treatment implies consent to share information that is relevant to your treatment.

We do not take assignment of dental insurance benefits, but are happy to fill out your insurance paperwork to help you obtain reimbursements. Our prosthodontic fee schedule is higher than the schedule for general dentists which is the schedule used by most insurance companies. Complete payment is expected on completion of each treatment phase and we accept cheques, Interac, Visa and MasterCard.

The initial consultation usually takes one hour of time and is billed at a rate of \$200 per hour. We will review your proposed treatment plan with you at a second free consult appointment. Second consultations, taking approximately a half hour, give you time to have any questions answered. Simple cases may require only verbal discussion and consent for treatment, however more complex plans will be outlined in detail in the letter. Additional appointments to discuss treatment plans will be billed hourly.

Dr. Jonathan Ng sees patients between 8:30 AM and 4:00 PM on Mondays, Tuesdays and Wednesdays; Dr. Peter Stevenson sees patients between 8:30am to 4:00pm on Thursdays. Minju and Kaitlyn are our dental assistants and occasionally we do have other staff helping out. Blair and Jasmine are the patient coordinators who will assist you in booking appointments and in helping you with your insurance information. Blair and Jasmine are available throughout the week by calling 604-682-8171. We use voicemail on the non-practicing days, so please leave a message and we will return your call as soon as possible when we come to the office in the next business day. In case of emergency, please call the same number. We will arrange to see you either in the office if we are available or refer you to an appropriate clinician.

We look forward to working with you to address your dental concerns and leave you smiling!