

# Dr John Bronner Prosthodontist

Pr No. 9400664

Dear Sir/Madam

## **WELCOME TO MY PRACTICE / WELCOME BACK TO MY PRACTICE**

It will be my privilege to advise you of your dental needs and I intend providing you with the very best level of specialized dental care. My practice is well equipped and geared to provide the latest techniques and treatments, and I constantly strive to stay abreast with new developments in the field of Prosthodontics. My services are limited to crown-and bridge dentistry, dental implant reconstruction, cosmetic dentistry (including tooth whitening), dentures, non-surgical treatment of facial lines, and treatment of craniomandibular disorders.

Please allow me to briefly introduce the team to you:

John Bronner:	Prosthodontist
Leora Visick:	Practice Manager and Accounts
Jenny Winchester:	Receptionist/PA
Karen Kusel:	Dental Hygienist
Karin Steffens:	Nurse/Chair side assistant
Marike van der Watt	Nurse/Chair side assistant
Sylvina Dlamini:	Instrument sterilization

In order to minimize misunderstandings, which could adversely affect our relationship, certain aspects of my practice should be brought to your attention.

### **1. APPOINTMENTS**

I work according to scheduled appointments for first consultations and for all treatment procedures. Please report for your first appointment a few minutes early for certain administrative procedures.

When making appointments, you may find that we are fully booked and can only start your treatment after six to eight weeks. We suggest you book the first available set of appointments and, if you ask Jenny to place you on a cancellation list, she will contact you should we have a cancellation and be able to accommodate you sooner.

I realize that your time is valuable and I will endeavour to be on time but please bear in mind that emergencies may arise. Please be punctual and cancel appointments in time so that I may help other patients. Bring all your particulars, e.g., Identity and medical aid membership numbers, etc., and be sure to provide us with current x-rays (if any applicable), medical reports and a list of all medications that you may be taking. Please note that your first appointment may be rescheduled if you arrive late. Parking is available in a secure patient parking lot at both addresses, but note that this may be scarce during hospital visiting hours between 11h00 and 12h00 and 15h00 and 16h00 daily.

### **2. FEES AND PAYMENT TERMS**

The quoted clinical fees are **NOT in accordance with those that will be refunded by your Medical Aid (The rate published by health care funders like Discovery Health, Polmed or Denis)**. My fees are subject to recommendations made from time to time by the South African Dental Association (SADA) and are determined by an inflation-based increase from the tariff list of the Health Professions Council of South Africa (last published in 2006.) You are personally responsible for payment of your account, even if you are a member of a medical aid.

Fees are subject to an increase of approximately 10% with effect from 01 January 2013.

**The bill for your first visit is payable in full on the day of consultation by credit card or in cash. Cheques will, unfortunately, not be accepted at this appointment.**

A typical consultation for a simple problem would be as follows:

Code 8501	Consultation	R 700.00
Code 8109	Infection control measures	R 50.00
Code 8115	Panelipse X-ray – digital	<u>R 700.00</u>
<b>TOTAL</b>		<b><u>R1450.00</u></b>

If your problem is of a more complex nature requiring additional records, or where a detailed, written treatment plan and cost estimate is required, then a typical example would be:

Code 8507	Comprehensive examination and Treatment plan	R 1300.00
Code 8109	Infection control measures	R 50.00
Code 8108	Full mouth x-rays	R 1260.00
Code 8117	Study Models	R 245.00
Code 8099	Laboratory fees for study models	R 250.00
<b>TOTAL</b>		<b><u>R3105.00</u></b>

Investigations for dental implants could necessitate a 3D digital cone beam scan (x-ray) to determine bone volumes in the implant recipient sites. This new technology allows more accurate diagnoses and treatment planning, and is recommended for all implant cases. A typical calculation for implant treatment would be :

Code 8501	Consultation	R 700.00
Code 8109	Infection control measures	R 50.00
Codes 8115, 8116 and 8118	3D Cone beam scan	<u>R1900.00</u>
<b>TOTAL</b>		<b><u>R2650.00</u></b>

A proposed fee estimate will be forwarded to you by mail. For complex treatment plans a second appointment will be scheduled to discuss your treatment plan with you. There is **no fee** for this discussion appointment and you will be given an opportunity to ask any relevant questions and voice any concerns you have regarding your treatment.

### **3. INFECTIOUS DISEASES**

My staff and I take all the necessary precautions to protect you against cross-infection. For this reason we use many disposable items to limit the risk of cross-infection. All instruments are sterilized in a Class B Vacuum Autoclave after chemical washing in a new, state-of-the-art Hydrim instrument washer, to ensure your safety. You will notice a fee charged per visit against code 8109 "Infection control measures", which allows us to purchase these items and maintain the required standards of health and prevention of cross- infection.

Please feel free to contact us if you have any questions or concerns.

Be assured of my sincere interest in your dental health.

**DR J W BRONNER**

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