

ROGER A. HESS, DDS • REBECCA B. DAVIS, DDS • JASON M. STREEM, DDS

Welcome to our practice! We congratulate you on taking the first step toward **better periodontal health**. At Periodontal Associates, Inc., your **smile is our first priority**. Please utilize this letter as a resource. It will help you better understand your first visit with us. It is our goal to provide you with answers to any questions related to periodontal therapy and an understanding of your course of treatment. That includes information regarding your insurance benefits, your costs and our office policies.

Dr. Hess, Dr. Davis and Dr. Streem are specialists in periodontics and implantology. We specialize in conservative and surgical treatment of gum disease, including dental implants that can replace single or multiple missing teeth. We strive to make your visits with us as comfortable and pleasant as possible. We strongly believe that our patient's comfort is an important part of quality dental care.

We work closely with your general dentist, but a referral by a dentist is not required to visit our office. We also welcome referrals from patients and friends of the practice. As you know, a referral is the highest form of approval from you.

We are extraordinarily proud of our staff, which is composed of caring and dedicated professionals. They ensure that the patient's surgical and administrative needs are met as efficiently and smoothly as possible. We are here to listen to your questions and concerns and to help provide solutions leading to better health. Please don't hesitate to call or e-mail us if you have any questions regarding your care at (440) 461-3400, Lyndhurst or (440) 534-1144, Mentor, or info@clevelandperio.com or go to www.clevelandperio.com.

What is a Periodontist

A periodontist is a dentist who specializes in the prevention, diagnosis and treatment of periodontal (gum) disease and in the placement and maintenance of dental implants. Periodontists are experts in the treatment of all forms of periodontal disease including gingivitis, periodontitis, and gingival recession. The American Dental Association recognizes periodontics as one of the nine specialties of dentistry. Periodontists receive extensive training, including three years of additional education beyond dental school. By choosing a specialist you will benefit from the latest procedures for treating periodontal disease and placing dental implants tailored to your needs. In addition, Drs. Hess, Davis and Streem can perform cosmetic periodontal procedures to help you achieve the smile you desire.

Office Policies You Should Know

Confirmations: *We require verbal* confirmation for all New, Established, Hygiene and Surgical patient appointments. While you will receive a text that you can respond to, we still require verbal confirmation to prepare for your arrival. If you fail to confirm your appointment, it will be cancelled.

We require ONE WEEK notice for the cancellation of Surgical and Hygiene appointments to avoid cancellation fees. But if a patient cancels in less than 24 hours or no shows, the charges are 50.00 for Hygiene appointments, 75.00 for Scaling and Root Planning appointments and 150.00 for Surgical appointments.

Treatment: Treatment is *never* guaranteed at your first visit with us. It is at the Doctors discretion.

Payment: You are responsible for payment of our full fee if your procedure is a non-covered service by your insurance policy, in accordance with Ohio Law.

Financial Policy/Insurance

- Please see the enclosed FINANCIAL POLICY effective July 2026. It requires your signature on the front and back of the form.
- Financial arrangements can be made, by providing a credit on file, for monthly billings and signing an agreement on terms.
- We also accept Care Credit. Please feel free to discuss finances with our helpful front desk staff.

Your First Visit

- Please arrive 10 minutes early. Don't hesitate to call us prior to your arrival with any questions you may have.
- Bring your insurance card and driver's license, completed new patient forms, any x-rays or referral information from your General Dentist, and a list of medications.
- You can expect a Comprehensive Periodontal Exam. It is at the Doctor's discretion to provide same day treatment.
- You will receive a treatment plan for the work the Doctor recommends for you at this appointment. Our Treatment Coordinators will then discuss your plan with you, as well as payment and scheduling options.
- You can expect to be at our office for 1 hour or more. While we value your time, **we are an emergency office** so please plan extra time around your appointments.