

## Welcome to Atlantic Dental Group!

We are pleased that you have selected Atlantic Dental Group for your dental needs. For more than 50 years, high quality dental care and patient comfort have been our goals and we are committed to helping you achieve the best possible dental results in a comfortable and friendly environment. We will thoroughly present treatment options, explain our procedures, and educate you in the maintenance of your oral health. Our time investment in patient education enables us to render the best possible outcome for your dental treatment.

## Enclosed Forms

Please complete these forms prior to your appointment and remember to bring them with you along with your dental insurance card (if applicable).

- Directions to Atlantic Dental Group
- Patient Registration and Health History Form (*use the applicable form for adult or child*)
- Notice of Privacy Practices
- HIPPA Privacy Permission Form / Acknowledgement of Receipt of Notice of Privacy Practices
- Appointments and Cancellation Policy
- Smile Assessment
- Watermark Medical ARES Questionnaire
- Request for Records to be Released to Atlantic Dental Group (*from prior office*)

If you have access to a fax machine or scanner, please copy the front and back of your insurance card and then fax it (910-762-2771) or email it ([info@atlantic-dental.com](mailto:info@atlantic-dental.com)) to our office prior to your visit so that we may verify and determine your coverage in advance. When faxing or emailing to our office, please make sure your name and the date of your appointment is on the fax or email. If you have a smart phone, you may send a picture of your card (front and back) and send it to [info@atlantic-dental.com](mailto:info@atlantic-dental.com).

## Appointments and Cancellation Policy

We appreciate the value of your time and, except in emergency situations, you can expect us to be on time for you. We, in return, appreciate the same courtesy from you. We have reserved time especially for you and your dental needs and we ask that a 2 business days' notice be given if you are unable to attend your appointment. Ex: If you have a Monday appointment, we require a notice on Thursday. If less than 2 business days' notice is given, a late cancellation fee or no-show fee may apply. Please refer to the enclosed Written Financial Policy for additional details.

Patients with a history of multiple cancelled or broken appointments may result in dismissal from our practice.

## Office Hours

Monday through Thursday from 8:00 am – 5:00 pm; closed daily for lunch between 1:00 – 2:00 pm.  
Friday from 8:00 am – 12:00 pm; closed the 5<sup>th</sup> Friday of any given month.

## Insurance and Payment Information

Payment for services is expected at the time of your appointment and each subsequent visit until your treatment is complete. If you have dental insurance, we will attempt to contact your insurance plan to help you determine your estimated coverage amount and advise you as to what will be your estimated responsibility. Although we do not participate in all dental insurance plans, with accurate insurance information, we will be glad to file your claim as a courtesy to you. If extensive dental work is needed, you will meet with one of our care coordinators who will develop a custom treatment plan for you. Please refer to the enclosed Written Financial Policy for additional details.

## X-rays and Exams

Patients over the age of 18 will receive a comprehensive exam and will have a panorex and / or full mouth series of x-rays taken at their first appointment unless one has been taken within the last 3-5 years (and has been forwarded to our office prior to your appointment). Panorex and full mouth series x-rays will then be completed every 3-5 years and bitewings will be taken annually. For our younger patients, bitewing x-rays will be taken once a year beginning at age 5. Additional examinations and x-rays will be completed routinely and as-needed for diagnostic purposes.

If you have any questions for us prior to the appointment we have reserved especially for you, please do not hesitate to call us at 910-762-0958. Again, we are grateful you chose our office. We look forward to a lifetime of continuing care.

Best to you in dental health,



G. Barry Frazelle, II, D.D.S



Carter W. Lee, D.D.S.



Josh F. Winneberger, D.M.D.

## Directions to Atlantic Dental Group

We are conveniently located near midtown Wilmington, NC at 1301 Physicians Drive.

### ***From Downtown / Leland / 76E:***

- Head east on Dawson Street (same street as Cape Fear Memorial Bridge terminus)
- Go 1.0 mile and turn right at the stoplight onto S. 16<sup>th</sup> Street which becomes S. 17<sup>th</sup> Street
- Turn right onto Medical Center Drive
- Turn left onto Canterwood Drive
- Take the first right onto Physicians Drive; we are the first building on the left by the pond

### ***From the South / Carolina Beach:***

- Head northwest on Carolina Beach Road
- Turn right at the stop light onto Medical Center Drive
- Go .7 miles and turn right onto Canterwood Drive
- Take the first right onto Physicians Drive; we are the first building on the left by the pond

### ***From the East / Wrightsville Beach:***

- Head west on Oleander Drive
- Turn left at the stop light onto S. College Road / US 117S
- Go approximately .5 miles then bear right and continue to US 117S / Shipyard Boulevard
- Turn right at the stoplight onto S 17<sup>th</sup> Street
- Go .5 miles and at the median break, turn left onto Canterwood Drive
- Take the second left onto Physicians Drive; we are the first building on the left by the pond

### ***From the North / I-40***

- Head east on I-40 towards Wilmington
- Continue to follow S. College Road / US 117S
- .3 miles after Hugh McRae Park on the left, bear right and continue to follow US 117S / Shipyard Boulevard
- Turn right at the stoplight onto S 17<sup>th</sup> Street
- Go .5 miles and at the median break, turn left onto Canterwood Drive
- Take the second left onto Physicians Drive; we are the first building on the left by the pond