

DR PATRICK J. MEANEY
& ASSOCIATES

D E N T A L S U R G E O N S



“Woodville House”

57-59 Elizabeth St, Moss Vale

T: 4869 3111

F: 4869 3121

help@MossValeDental.com.au

www.MossValeDental.com.au

PO Box 950

Moss Vale 2577

Dr Patrick J Meaney

DENTAL SURGEON

BDS MRACDS(GDP) FADI FICD FPFA

Dr Miree H R Cho

DENTAL SURGEON

DMD BBiomed(Hons)

Ms Magdalena Cree

ORAL HEALTH THERAPIST

BOH

Practice Information

Welcome to our dental practice. This brochure explains important aspects of the practice, the services we offer as well as what to expect during your initial appointments.

Office Hours: Open 8.30am until 5.30pm weekdays.

Scheduled practice appointments

We offer appointments Mondays to Fridays, 9.00am - 5.00pm. Appointments outside these hours are available by arrangement—please ask how we can help you.

Dental hygiene appointments are available on Monday to Friday, 8.00am to 5.30pm.

Urgent Care Appointments

If you have an urgent problem, sensitive or fractured teeth or fillings, soft-tissue infections or other problems, we'll do everything we can to see you as soon as possible.

Trauma, accidents and unexpected damage to teeth or gums sometimes requires immediate treatment—please contact us for help and advice. In return, we ask for your understanding if urgent care occasionally interferes with our normal, scheduled appointments.

We offer an emergency service for our patients. On weekends and public holidays, or after normal business hours, please call 4869 3111 for recorded information about emergency care.

Dental Care for Children

We enjoy seeing your children. There is no minimum age for a first visit. For advice on what to expect at a first visit, please ask our reception staff. Ask for our practice brochure, *Dental Care For Your Child* for more information.

Child Dental Benefit Scheme

We are happy to see your children (ages 2-17) if you have an entitlement under this scheme. Please ask for our practice brochure, *Dental Care For Your Child* for more information and let us know when you make an appointment if your children are eligible for treatment under this scheme.

DVA patients

We welcome new patients under the Veterans Affairs Gold Card Scheme.

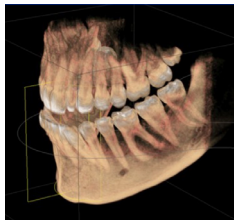
Practice Information

New Patient Assessment

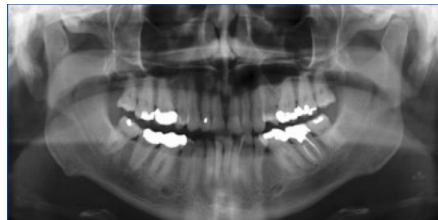
We offer initial examination and assessment appointments to all new patients. This takes 30 to 60 minutes. During this time we will consider your medical history, past dental treatment and your goals for future dental health. It would be helpful to bring a written list of any medications you take. Please let us know if you have specific questions or concerns about your oral health.

We may obtain one or more of the following specific dental records:

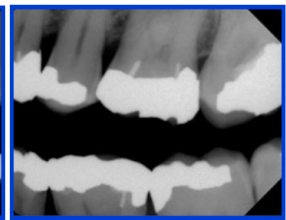
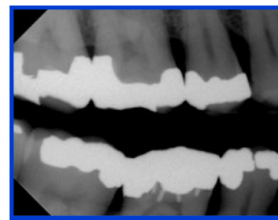
- A specialised 3D scan of your teeth and jaws
- A large radiograph showing both upper and lower teeth and associated structures
- Smaller, high-resolution digital x-ray images of back teeth
- Colour digital photos of your teeth
- Study models



3D digital imaging



OPG Radiograph



'Bitewing' radiographs

Low-dose digital x-rays keep the use of radiation to an absolute minimum; we'll only take the x-rays we need to establish a diagnosis for you.

Depending on your questions, needs or problems, some or all of the following may be carried out:

- We will check your jaws, associated muscles and joints as well as soft tissues for normal function and appearance. This examination includes a thorough check for oral cancer and pre-cancerous conditions, and other soft-tissue disturbances or problems with saliva function or flow. We consider your jaw function, and teeth and existing fillings are evaluated for any deterioration or warning signs of current or future problems. Any prostheses you wear will be assessed for comfort and any required maintenance.



Photo Records

- **Periodontal Evaluation and Assessment**

An examination and assessment of your gingival (gum) health and recording of periodontal status is completed during a separate appointment. We have a separate brochure, 'Periodontal Disease', which explains this important procedure (please ask for your copy if we didn't give you one). Most of the time the periodontal assessment is accompanied by the initial appointment for scaling, cleaning and polishing your teeth.

Practice Information

- **Treatment-Plan Consultation**

After your New Patient Assessment, we'll sit down together and discuss our findings with you. Recommendations for preventive care, immediate treatment and future management will be explained and given to you in writing for your future reference.

There is no additional fee for this service. Recommendations and records can also be made available electronically for your convenience.

- **Other Investigations**

Occasionally it may be necessary to obtain further information before all recommendations for treatment can be finalised. This may include a detailed diet or saliva analysis, creation of accurate records of occlusal or bite patterns, additional radiographs, dental imaging via 3D x-ray scans, other specialised radiographs, or referral.

- **Specialist Referral**

In some cases we may suggest that a colleague who practises in a specific area of dentistry be asked for their opinion. They may provide treatment for you in conjunction with our advice. Referral is available for specialist care in paediatric dentistry and sleep medicine, orthodontics, periodontal care, oral and maxillofacial surgery, management of chronic pain, oral medicine and endodontic therapy.

We often share complex treatment between our practice and specialist colleagues.

We'll maintain close contact with any specialists you see and stay informed of your progress. We are also happy to liaise with your prosthetist for denture construction.

Scope of Practice

We offer comprehensive care in a general practice setting. This includes all basic restorative treatment and preventive care and maintenance for adults and children. We also manage complex rehabilitation, dental implants and crown and bridge reconstructions as well as cosmetic options from tooth whitening to aesthetic veneers.

Nitrous oxide sedation is also available.

The practice was one of the first in Australia to introduce single-visit chair-side ceramic restorations using the Cerec system. We also have a special interest in endodontics (root canal therapy).

We support adults undertaking orthodontic therapy, manage dental treatment during radiotherapy for cancer treatment and pre-surgical oral health assessments. If you are travelling and require help or advice we can liaise with your dentist and we're happy to send information to your new dental care team if you move house.

Quality

We are committed to the highest standards in providing advice and dental care for you. Each part of your experience here will be professionally managed, tailored to your individual circumstances, and as agreeable to you as we can make.

Practice Information

Maintenance and Ongoing Care

Once you are an established patient here, we will remind you of the time for reexamination and appointments for periodontal maintenance. If you wish to book six or twelve months ahead we offer a forward-appointment reminder service via phone, SMS, or email.

Fee Structure

Initial Examination (011, 072, 073, 963)	\$104
Written report and Consultation-initial	Complimentary
Periodic re-examination (012)	\$54

Dental Imaging

We often prescribe radiographs ('x-rays') to better understand and diagnose problems:

2 bitewing radiographs (2 x 022)	\$115
Orthopantomogram radiograph (037)	\$175
CBVT 3D radiograph (037D)	\$260

We may ask to obtain plaster models of your teeth to aid diagnosis:

Study models (2 x 071)	\$180
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We will always ensure you have an estimate for any complex treatment recommended to you.

Payment

When you have an examination or treatment, you will receive an invoice for immediate payment. Our invoices comply with requirements for health insurers. If you have difficulty with any corporate provider please let us know.



Privacy

This practice complies with the *Commonwealth Privacy Act 1988*, and the *NSW Health Records and Information Privacy Act 2002*. Your health information will be treated completely confidentially.

Disclosure will not be made to any person not involved in either your treatment or the administration of this practice, without your prior written consent. If you have any queries or concerns about our handling of your health information, please do not hesitate to raise these concerns with our us. For more information about how we maintain your dental records, please ask for our brochure on Privacy.