



New patient introduction pack

Enclosed within this pack is information designed to follow on from a new patient assessment with Dr Mistry. Some information presented here is intended to be a reminder of things discussed with you by Dr Mistry, and some of the information is intended to explain how Dr Mistry's diary is managed and how she can best help you maintain and improve your dental health.

Dr Mistry's ethos

There are a few key objectives that I always aim to achieve for my patients. These guide how I work and it may often be useful for patients to be aware of this. I always aim to:

- Provide a high detail comprehensive dental examination. High power magnifying loupes aid with the visual aspect of this but it is very common for radiographs (X-rays) and photos to be taken to give more information because they can be invaluable for assessing and monitoring your teeth.
- Minimise your future risk of further problems with your mouth by discussing what you need to be doing on a day to day basis to maintain your oral hygiene.
- Explain in detail all current problems as well as any aspect of your mouth that potentially could be improved with further work. When discussing treatment, all treatment or material options will be discussed, so that you can decide what treatment would be right for you.
- I will do what I can to help you to choose appropriate treatments. If a treatment option has a poor long term prognosis it will be made clear. If one treatment option has significant advantages in strength and reliability that will be discussed so that you can weigh that against the initial cost and again decide what is right for you.
- Above all I aim to give you the highest level of care I can. I routinely book appointments that are twice as long as other dentists in the practice and local area and choose to use a lab that is a lot more expensive than others. I do this because it means we can do things properly and get final results that work better, look better and I believe will last longer. This does of course mean that you may be able to find cheaper dental care elsewhere but I believe you would probably struggle to find more diligent and comprehensive care than I provide which should ultimately lead to good long term value for money.

In case of an emergency

If you are experiencing any problems please contact our reception team on 0116 2604604. If it is outside of normal opening times then you are more than welcome to email me on radhika@green-dental.co.uk. If there is a major dental emergency when the surgery is closed Dr Mistry can open up the surgery to help with this but there can be a significant charge for this which you will be advised of at that time.



Photography and Documentation

I am passionate about providing high quality dental care to my patients but I also really enjoy teaching other dentists and helping to advance the overall quality of dental work both in the local area and worldwide via online dental forums. High quality photography is integral to this ethos. I have invested a lot of my personal money into photographic equipment to allow me to take very good photographs so that I can use them for:

- Planning complex work for you and better explaining what problems you may have and all options available to you.
- Monitoring your teeth for long term changes such as tooth movements and wear.
- Helping to drive the standard of my work even higher. Careful analysis of these photos often shows very fine details that would otherwise be overlooked.
- Sharing my cases with other dentists within the practice, in local study clubs I am involved with and online via dental forums.

Important information about appointments

It isn't always possible to see every patient at the allotted time as on occasion a severe emergency may need to take precedence over elective work, however there are a few things that Dr Mistry requests from her patients to help him to keep the diary running smoothly:

- Please try to attend in good time for your appointment. Dr Mistry is proud of her ability to keep to the allotted appointment times, but if one patient is late it can cause significant delays for subsequent patients.
- If you cannot attend an appointment for any reason please let us know of that fact in good time. Unfortunately a lot of potentially useful time is wasted because of patients not turning up. This impacts on our ability to help patients who may have an emergency. If you do not turn up for an appointment or cancel at short notice you may be charged.
- Dr Mistry is not able to offer credit for her services because he is not regulated by the financial conduct authority. It will therefore be required that the fee for any work undertaken is either paid in advance of or on the date when treatment is undertaken. If you will not be able to do this please make it clear to Dr Mistry or one of the other members of staff before committing to any treatment.