

**RALPH FLORES, D.D.S.**  
**5500 Walzem**  
**San Antonio, Texas 78218**  
**(210) 657-4641**

**OFFICE INFORMATION**

**PERIODIC PREVENTION EXAMS**- Prevention is the key to healthy teeth and a pretty smile. We recommend biannual exams. Depending on the age of the patient, at this appointment your teeth will be cleaned and given a fluoride treatment. During your visit you will be evaluated for possible decay, gum disease, crowded teeth and any other problems. This is a wise investment for yourself and your child.

**STERILIZATION**- This office meets or exceeds all government required standards for sterilization. We utilize the latest in techniques and equipment. The use of masks and gloves is routine. Disposable items are used whenever possible and all other instruments/equipment, including hand pieces (drills) are sterilized after each use.

**OFFICE HOURS**- Our regular office hours are Monday through Friday, 8:00 – 5:00. For dental emergencies you may reach Dr Flores at 710-3990, Dr. Amos at 535-9841.

**PARENTAL SEPARATION**- It is our experience that children respond better to the dentist when parents are not in the same room. We can assure you that your child is not left alone and is well cared for. Exceptions to this policy are for the emotionally, mentally or physically handicapped children. Parents are asked not to leave the office while your child is being treated. Thank you for your cooperation.

**IMPORTANCE OF APPOINTMENTS**- Each appointment is especially reserved for yourself and your child. Missed or late appointments affect everybody. A re-appointment fee may be assessed. We also understand working schedules and the importance of school attendance; however it is impossible to accommodate all our patients after school. We will provide a school excuse and ask that you please cooperate with our scheduling. Thank you.

**PAYMENT, INSURANCE AND COLLECTION**- As a courtesy we will be happy to submit completed dental services to your insurance company for you. Please understand that there are many different insurance plans and many factors affect payment. We can only give you an educated estimate as to what your portion will be. Be aware that this is only an estimate. We accept major credit cards and personal checks cleared through TeleCheck. Charges for returned checks as well as unpaid balances past 30 days are your responsibility.

**DENTAL RECORDS**- Original records including x-rays belong to the dentist. We will send copies of records upon request to another dentist as a professional courtesy (no charge). Otherwise there will be a duplication fee of \$25.00.

**NO SEDETION**- Although oral sedation (tranquilizers) or general anesthesia (completely asleep) are safe ways of treating children there are still some risks involved. Dr. Flores does not use either of these methods, and instead depends on his years of experience and well trained assistants. Often this is all that is necessary. If however it is felt that your child cannot cope without sedation you will be referred to a Pediatric Dentist who does practice these methods.

I have read and understand the policies of this office.

\_\_\_\_\_  
Parent or Guardian

\_\_\_\_\_  
Date