



## **New Patient Information**

Welcome to the NAU Dental Hygiene Clinic. We are located on the second floor in the Health Sciences Building. Our address is 208 Pine Knoll Drive, Building #66, Room # 215.

For directions to our location on campus, please refer to the map on our website at <http://nau.edu/chhs/ddh>. For information and or appointments for dental hygiene services in our clinic, please call (928) 523-3500.

Dental hygiene students under the direct supervision of faculty hygienists and dentists provide dental hygiene services in our clinic. While it takes longer to complete treatment than in a private dental office (visits will last between 2 and 4 hours), the fees at our clinic are substantially lower than in the private sector. After an initial evaluation appointment, patients with complex dental needs which are beyond the scope of our clinic will be referred to more advanced providers.

You will be given an appointment with a junior or senior student as soon as possible. Depending on the treatment needed, you may require multiple appointments and see more than one practitioner. If there is a particular student that you would like to see, we will do our best with scheduling to accommodate your request. Please be on time for your appointments as the time has been reserved for you. If unable to keep your appointment, please call us at least 24 hours in advance to reschedule. **There will be a \$10.00 fee for broken appointments without 24 hour notice. Once a patient has missed three appointments without 24 hour notice, the patient will be dismissed from the NAU Dental Hygiene Clinic.**

Your first appointment as a patient of record in our hygiene clinic will be to start your comprehensive oral examination. This will include a complete set of x-rays as necessary. We will then discuss our findings and formulate a treatment plan to improve your periodontal (supporting hard and soft oral tissues) health to reduce further decline and implement preventative care. Please ask questions if you need any information or clarification of our clinic policies, procedures, treatment modalities and goals. If you have current x-rays from your dentist (less than one year old), please bring a copy to your first visit.

**Treatment in the dental hygiene clinic must be paid in full at the time of service. Future appointments cannot be made if there is an outstanding balance. For your convenience, we accept cash, credit cards and checks. Walkout statements can be printed to submit to your insurance company.**

Thank you for giving us the opportunity to serve you. We look forward to working with you.