



# OFFICE INFORMATION



Dr. Michael J. Guy 511A Lakeshore Drive, North Bay ON, P1A 2E3, Phone: 705 476-5181, Fax 705 476- 6736

## Contents

- **Welcome- pg.1**
- **Meet Dr. Guy- pg.1**
- **Our Philosophy- pg. 2**
- **Sterilization- pg. 2**
- **Privacy Statement - pg. 2**
- **Financial, Insurance and Appointment Policies- pg. 3**
- **New Patient Exam- pg. 4**
- **Meet Our Team- pg. 5**
- **Consent Form- pg. 6**

## Our Services include:

- ✓ **cosmetic dentistry**
- ✓ **crown and bridge**
- ✓ **partial & complete dentures, implants**
- ✓ **fillings and root canals,**
- ✓ **extractions,**
- ✓ **orthodontics,**
- ✓ **gum therapy,**
- ✓ **hospital dentistry**

## Office Hours

Monday 7:30 am to 4:00pm

Tuesday 7:30 am to 4:00pm

Wednesday 7:30 am to 4:00pm

Thursday 7:30 am to 4:00pm

*Office closes 12 - 1 p.m. for lunch*

**We welcome new patients and appreciate your referrals.**

**Have an emergency?** Phone the office as soon as possible. If the office is closed, the Dental Emergency phone number is 476-5444

## Our Dental Staff

**Angie**– Restorative Hygienist

**Karen** - Hygienist

**Sheryl** - Hygienist

**Andria**- Preventive Dental Assistant

**Nicole** - Preventive Dental Assistant -

**Lindsay**- Preventive Dental Assistant

**Guylaine** - Practice Administrator

**Leah** - Practice Administrator

**Kim** - Treatment Co-ordinator & Financial Consultant



## WELCOME!

We would like to thank you for choosing or considering our practice for you and your family's dental needs.

As a patient oriented practice, we are committed to provide quality dental care in a calm, caring environment. We believe in good patient communication and emphasize patient participation in prevention of dental disease, starting with good oral hygiene.



**Dr. Guy and Staff**

At our office, we are enthusiastic about dentistry and have caring, friendly attitudes. We enjoy learning about advancements in the field of dentistry through continuing education. It is also essential to us that we give care in a sterile and up to date facility. [Please take some time to read this important information and feel free to ask any questions you may have.](#)

## Meet Dr. Guy

Dr. Guy was born and raised in Toronto where he attended the University of Toronto before his acceptance to dental school. He received his dental degree from the University of Western Ontario (UWO) in 1991. While at UWO he went through the dental officer-training program with the Canadian Armed Forces.



**Dr. Guy**

- cosmetics,
- TMJ treatment,
- implants and
- periodontics.

Dr. Guy attends an Orthodontic Study Club three times a year where he is mentored by Dr. Bernard Garcia. He is also in the process of studying the Concept of Complete Dentistry

under Dr. Peter Dawson, one of North America's leading clinical dentists.

Dr. Guy and his wife Carolyn are kept very busy with their three children. In addition, Dr. Guy takes an interest in our community. He is an active member with his church, the local Dental Association and the Kiwanis Club of Nipissing. Dr. Guy tries to stay fit for the rigors of dental practise by cross country skiing, biking, weight lifting and running. His other interests include fishing, basketball and hockey.

Upon graduation Dr. Guy was posted to CFB North Bay where he practised for four years. He began practising dentistry at this location in May 1996, purchasing the practise from Dr. T.E. Johns. Dr. Guy and the staff have enthusiastically implemented many changes including computerization of the office, renovating and introducing improved methods of treatment and sterilization. We also have on going staff training. Dr Guy's continuing education credits include:

- local anaesthesia,
- dentistry for children,

---

## Our Philosophy

### Better oral health for a better quality of life

By improving your oral health, you will be improving your overall health and quality of life. The state of your mouth, and related structures, impacts on your overall health and well being. You will have better general health and enjoy life more when, your mouth is comfortable and free of pain and infection, you are able to chew and speak properly and you can smile with confidence.

### A Comprehensive Approach

We are concerned with the health of the whole masticatory system and therefore assess and treat the whole system". The masticatory or chewing system is highly integrated and includes your jaw joints, jaw muscles, teeth, periodontal support structure (gums), the tissue lining of your mouth and the bite itself.

We do a thorough assessment in order to learn about the condition of all parts of your chewing system. Our assessment is a step-by-step system-based evaluation, not just a symptom-

based evaluation. Most importantly, the assessment includes an in-depth interview where we can learn about you, your concerns and your feelings. It is only after our assessment that we understand your particular needs and can recommend appropriate treatment

### A Comprehensive Treatment Plan-

Once our assessment is complete, we develop a plan to help you achieve optimal comfort, function, and esthetics with stability and longevity for all the structures of your chewing system. It is developed based on your needs, without regard to your insurance coverage. A good treatment plan will not only fix current problems but prevent them from happening again. Aside from accidents, there are three major reasons why problems occur, they are:

1. Dental Caries (tooth decay),
2. Occlusal Problems (bad bite).
3. Periodontal Disease (gum and bone infections),

With proper care we can control or eliminate these things and therefore prevent fu-

ture problems. With this approach, it is quite remarkable how little future dentistry is needed. Unexpected trips to the dentist, to deal with dental emergencies, are minimized.

### Good Communication

Achieving oral health is a partnership between you and the dental team. As your trusted dental "advisors," we will do our best to communicate our concerns and solutions to you so you can make well informed decision about your treatment. In addition, your effort, and your commitment are key to the success of any treatment

### Preventive approach

We believe in the long-term benefits of regular preventive care. Brushing, flossing, and regular professional cleanings are essential. In addition, we try to encourage our patients to lead a balanced life, exercise regularly, eat healthy foods, consume alcohol in moderation, and get adequate sleep. Most important to those patients who are smokers, we recommend that they quit.

---

## Sterilization

Our office uses the highest standards of sterilization and disinfection\*. We use the latest equipment and products to ensure patient safety.

- 1) We use gloves and masks whenever treating patients. Hands are washed with soap and water and are dried thoroughly before we glove.
- 2) In the operatory all surfaces exposed during the procedure are sprayed and wiped down using high level disinfectants.
- 3) All metal instruments used during the procedure are taken to the sterilization area and scrubbed, placed in an ultra-



Sterilization Room

- 4) Plastics, rubber dams, papers, gauze, sonic machine to shake of stubborn debris, rinsed and placed in a steam sterilizer.

foam trays, gloves or anything else disposable are discarded after the procedure. Hard plastic non-disposable instruments are disinfected in a high level solution for the recommended time.

- 5) All water and suction lines are disinfected regularly to remove the bacteria growth

Your health matters to us so, you can be assured we are taking the latest precautions to make your visit safe.

*\* this is for your information and in no way implies our office is superior to any other office in this or any other respect*

---

## Privacy Statement

As your dentist my staff and I are bound by law and ethics to safeguard your privacy and the confidentiality of your personal information.

This includes:

- Collecting only the information that may be necessary for your care;
- Keeping accurate and up-to-date records;
- Safeguarding the medical records in my possession;
- Sharing information with other health-care providers and organizations on a

"need to know" basis where required for your health care;

- Disclosing information to third parties only with your express consent, or when necessary for legal reasons; and
- Retaining/destroying records in accordance with the law.

Your request for care from me implies consent for our collection, use and disclosure of your personal information for purposes related to your care. As noted above, other

purposes require your express consent.

You have the right to see your records. You may also obtain copies of your records – please see the receptionist for our fees for this service. Please speak to me if you have concerns about the accuracy of your records.

If you would like to discuss our privacy policy in more detail, or have specific questions or complaints about how your information is handled please speak to me.

---



# Financial, Insurance and Appointment Policies

From the Office of Dr. Michael J. Guy 511A Lakeshore Drive, North Bay ON, P1A 2E3

*We pride ourselves in the high level of care we provide to all our patients. In order to continue this, we have developed the following policies.*

## Payment

- ⇒ Payment is expected at the time services are rendered
- ⇒ We accept cash, cheque, Interac, Visa, Mastercard, and American Express.



- ⇒ We offer financing for some or all of your dental work through **CareCredit** or **Medicaid Financing company**. If you are interested, an application for credit can be completed in our office .
- ⇒ Any other payment arrangements must be made with Kim in advance of your appointment.

## Dental Benefits

- ⇒ We will submit insurance claims electronically on your behalf . If your insurance company does not accept claims electronically , an insurance form will be given to you for your submission by mail.
- ⇒ Your insurance will reimburse you directly. Provided your insurance information is accurate, your payment should be

- ⇒ received within one to two weeks,
- ⇒ It is your responsibility to provide us with accurate insurance plan information and inform us when there are any changes to it. Please bring in your insurance booklet.
- ⇒ We will submit a pre-authorization to your insurance company to determine your dental benefits before beginning major treatment.

## Appointments

- ⇒ We see all patients on an appointment basis. Your appointment time is reserved exclusively for you; we do not double book our patients.
- ⇒ We respect your time and will make every effort to remain on schedule. We ask that you please try to arrive on time for your appointment.
- ⇒ If you cannot make your appointment, we would appreciate at least 48 hours notice so we can offer this time to another patient.

If you have any questions regarding these policies, financial arrangements, your treatment, appointments or your account, please

call our office and talk to Guylaine or Susan who will be happy to assist you.

## Information we need about your plan:

1. Yearly Maximum \_\_\_\_\_ \$
2. Yearly deductible \_\_\_\_\_ \$
3. Fee guide used? \_\_\_\_\_
4. What is the calendar year? Or is it Rolling ? \_\_\_\_\_
5. Is there crown and bridge coverage?  
Yes No
6. Is there denture coverage? Yes No
7. If applicable- how often can dentures be replaced? \_\_\_\_\_
8. Is there ortho coverage? Yes No, Life-time Max? \_\_\_\_\_ \$
9. What percentage does your plan cover?
10. Basic work: \_\_\_\_\_ % Major Work \_\_\_\_\_ %
11. Are recall every six or nine months?  
\_\_\_\_\_
12. How many units of scaling are covered per year? \_\_\_\_\_ u

## Information about Dental Benefits

- Your dental benefits are a contract between you, the insurance company and your employer, not the dentist. We are not affiliated with any insurance company.
- Our concern is for your dental health. We always recommend treatment that best suits your individual needs regardless of your insurance coverage.
- Most Dental benefits plans do not cover 100% of your needed dentistry. Some companies offer 100% percent coverage of a prior years fee guide. We are charging current fees, which are based on our clinical expertise, quality of care and materials.
- Insurance companies are changing policies frequently. *They do not inform dental offices of these changes.* Please inform us of any changes to your cover-

age otherwise we have no other way of knowing.

## Insurance Terms

**Annual Maximum**- Most insurance companies have an annual maximum amount of coverage for each patient listed under the insurance policy. This coverage may be changed and patients may not be informed.

**Assignment** - of insurance is when a patient signs a section of the insurance form, which allows the dentist to receive payment directly from the insurance company. Insurance companies now often send payment to the patient. This should be forwarded to the dentist as soon as possible.

**Co-payment or "Out of Pocket Portions"** -are part of the treatment fee not covered by dental insurance. The insurance company

will pay a certain percentage of the treatment, but they rarely cover 100%

**Deductible** - The dollar amount the patient pays toward their treatment total before insurance coverage begins.

**Dual coverage** is when both spouses are covered by different insurance plans. The insurance companies usually co-ordinate the benefits so that the patient does not receive more than 100% of the cost of treatment.

**Eligibility**- determines who is covered under the insurance policy.

**Exclusions** - Many dental services and treatments that are clinically necessary are not covered by dental insurance. These exclusions are usually described in the patient's insurance booklet, but be aware that more treatments are being excluded to reduce costs.

# New Patient Examination Appointment

## WHAT HAPPENS ON MY FIRST VISIT?

Unless there is some immediate concern or urgency, the first visit at our office involves a comprehensive evaluation of your entire masticatory (chewing) system. It is our role to examine your entire chewing system and assess its current status, make a diagnosis and develop a lifetime master treatment plan that will achieve optimal comfort, function, health and esthetics.

*This is without question the most important series of appointments you and your dentist will have. Many of the disappointments individuals have with dentistry can be traced back to an incomplete evaluation and diagnosis.*

## Parts of The New Patient Exam Dental Health Interview

We listen to you, and to what you have to say. We want to know your past problems, past dental experiences, past treatments, concerns and expectations. What you tell us may help determine why certain problems may be occurring. We also need to know what you think about your smile. Most of all, we want to know how we can make your experience with us the best dental experience that you and your family have ever had.

## Comprehensive Medical History- are taken Digital Camera Pictures- are taken

## Soft tissue exam (oral cancer screening)

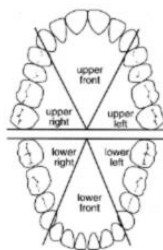
Dr. Guy examines your cheeks, roof of the mouth, throat, tongue, floor of the mouth, and your lips. He looks for any problems that you may have including ulcers, oral cancer, cysts, benign tumours, or oral signs of cancer from other parts of the body.

## Examination of the teeth

We examine your teeth and existing restorations for stains, chips, cracks, cavities, malformations, excessive wear and mobility.

## Periodontal Screening and Recording

The PSR is a routine part of every oral examination for people 18 and older. It is a simple test specially designed for early detection of



periodontal disease. This is important because periodontal disease is the number one cause of tooth loss in adults. And early detection means early treatment for healthier gums.

Your mouth will be examined in six sections with a special instrument. The instrument has a rounded tip that is gently moved around your gumline. Each section will be coded according to the PSR scoring system, featuring numerical scores 0 through 4.

PSR tells us how healthy your gums are and whether or not you need a full periodontal assessment. For example if all of your scores are 0 through 2: additional examination is not required. However we may recommend some treatment for specific conditions. **If you score 3 or 4 in any sextant: a more detailed periodontal examination is necessary. Based on this exam, your dentist will recommend the appropriate treatment for you.**

## Comprehensive X-ray Examination

We take necessary digital dental radiographs of all teeth and supporting structures of the jaws. If you have had recent x-rays performed, we may only have to take few cavity detection x-rays. With the aid of these x-rays we will be able to determine:

- ⇒ Decay
- ⇒ Abscesses or other infections
- ⇒ Gum Disease (Periodontal Disease)
- ⇒ Tumours and other pathologic growths and conditions
- ⇒ Other bony abnormalities

## Jaw-Joint and Muscle Examination

This examination determines if the jaw joints and muscles are healthy and functioning properly and includes physical tests on the TMJ such as:

- ⇒ Palpation (pressing various areas),
- ⇒ Auscultation (listening while the jaw moves),
- ⇒ Range of motion tests, and



- ⇒ Loading or joint compression tests (using a gentle technique called "Bilateral mandibular manipulation").
- ⇒ Palpation the muscles of the head and neck area to determine if they may be a source of pain.

## Evaluation of your bite

This examination determines how the upper and lower teeth function (or malfunction) in relation to one another. If there are significant problems we will take impressions (moulds of your teeth). The moulds are then attached to an articulator (jaw simulator) for further evaluation. This helps us to determine:

- ⇒ Proper and/or improper alignment of the teeth and jaws
- ⇒ Premature contacts on teeth that can cause fractured teeth or headaches
- ⇒ Proper relationship of your teeth to the rest of your head
- ⇒ Excessive wear patterns on teeth

## Personalized Treatment Plan

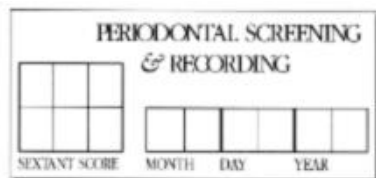
After all the necessary information has been gathered we construct an ideal treatment plan that will correct your problems and prevent future ones.

## Consultation

A comprehensive exam is not complete until we have a consultation. This no charge appointment is where we:

- ⇒ Explain our findings
- ⇒ Present the treatment plan that represents the best treatment available.
- ⇒ We explain the consequences of not having treatment.
- ⇒ We discuss the alternatives available for treatment.
- ⇒ We discuss the cause of gum disease, dental decay and bite problems. We discuss preventive measures that can improve your dental health
- ⇒ Develop a financial plan that is comfortable for you .

At this point there is nothing preventing you from taking your first step to a healthy, beautiful smile.



---

## MEET OUR TEAM

---

### Angie



Angie, a Restorative Dental Hygienist, was Dr. Guy's first employee when he purchased this practice in May 1996. Angie graduated from Canadore College's Dental Assisting program in 1985 and continued her studies in 1990 when she completed her Dental Hygiene Diploma. She earned a diploma in Restorative Dental Hygiene from George Brown College in 2001, allowing her to place and finish dental fillings. Angie, a North Bay native, is an avid golfer. Angie and her husband Dillon have two sons Patrick and Reece.

### Andria



Earning her Preventive Dental Assistant Diploma soon after joining our team in 1997 has given Andria the flexibility to assist Dr. Guy at the chairside as well as to provide preventive dental treatment for children, which she enjoys. She has been involved in the dental field since graduating from Canadore College in 1994. Andria was a member of Canadore's varsity women's volleyball. Her adventurous spirit took her trekking through Europe in 1999. Andria and her husband Mike have three children Owen, Gregory and Olivia.

### Leah



Leah is our Continuing Care Coordinator. She runs our office's preventive recall system, calling patients to schedule appointments or to remind them of preventive dental visits. She has 3 years training in the computer related office administrative field and 5 years experience in the medical administrative area. She is enthusiastic about her continued learning in the dental field. Leah, her husband Jeff, and their daughter Julianna are originally from Newfoundland and Labrador and moved to North Bay in January 2002. Leah enjoys teaching Sunday school at her church, and spending as much time as possible with family and friends.

### Lindsay



Lindsay, a graduate of Canadore College's Dental Assisting Program, joined Dr. Guy's team late in 2007. Her outgoing personality has made it possible for her to learn different positions around the office, but you will most likely see her, at chair-side, assisting. Lindsay moved from Ottawa in 1999 where she now lives with her husband Jeff and her son Matthew. They enjoy traveling and spending time with family

and friends

### Karen



Karen, a Dental Hygienist has worked with Dr. Guy since 1994. When he purchased the practice in 1996, he was fortunate to have her join the team. A graduate of Canadore College, she finished at the top of her class in both the Dental Assistant program in 1991, and the Dental Hygienist program in 1992. Dentistry is Karen's second career field. She originally studied and worked as a Medical Technologist. Karen and her husband Andy have three children. Avid campers and outdoor enthusiasts, they enjoy winter sports and summer outdoor activities.

### Nicole



Nicole is a Preventive Dental Assistant and she has been employed by Dr. Guy since 1996. She graduated from Dental Assisting in 1993 in Ottawa and completed the Preventive Dental Assistant course in London in 1996. Nicole, a people-oriented person, enjoys talking with our patients. She is married to Pete and resides in Sturgeon falls. Their daughter Derica keeps them very busy with music and theatre. A close family they spend much of their leisure time together.

### Guylaine



Our Practice Administrator is responsible for keeping the office running smoothly, she is likely the first voice you hear when you call or the first person you see when you enter our office. Guylaine's positive personality and strong organizational skills are an asset to the front desk. Guylaine is originally from Val D'or, Quebec and has worked in the dental field for 6 years. Guylaine enjoys fishing and anything to do with the great outdoors. Guylaine has two grown children Craig and Julie. Her husband, Andrew is a member of the North Bay Fire Department.

### Sheryl



Sheryl was born in North Bay and raised in the area. She moved to Sudbury and attended Cambrian College which she graduated from Dental Hygiene in 1991. From there Sheryl moved to Southwestern Ontario and then to British Columbia following her husband's (Bill) career. He works for Abell Pest Control. Sheryl has two children, Paige and Parker. Sheryl enjoys spending time with her family doing activities that involve being outdoors ie. camping, swimming.

---

### Kim



Kim, our treatment plan coordinator, has recently returned to work after the birth of her two children Ian & Ashtyn. She graduated from Canadore College in 1992 from the dental assisting program. Originally from Thunder Bay area, Kim and her husband Eric moved to North Bay in April of 2000, so Eric could start his career at the North Bay Fire Dept. As the newest member of the office, she is looking forward to meeting new & existing patients. Most of her time is spent with family camping, fishing, and just hanging out with her family.

---



# INFORMATION DISCLOSURE AND INFORMED CONSENT

PATIENT NAME: \_\_\_\_\_

DEPENDANTS NAMES: \_\_\_\_\_  
(18 yrs or under)

From the Office of Dr. Michael J. Guy 511A Lakeshore Drive, North Bay ON, P1A 2E3

initials

## OFFICE POLICIES

I have been given Dr. Guy's Office Information Pamphlet. Specifically, Dr. Guy's office policies regarding appointments, payment and insurance were reviewed with me verbally and I had the opportunity to have my questions answered satisfactorily. I now understand the office policies and agree to comply with them.

## ACCURATE DISCLOSURE OF PERSONAL, DENTAL AND MEDICAL INFORMATION

I understand Dr. Guy requires accurate personal, medical and dental information so he and his staff can provide me with safe dental care. So to the best of my knowledge, I answered all questions accurately and I did not withhold any pertinent information. I also agree that in the future if my (or my dependents) personal, medical or dental condition is to change, I will inform Dr. Guy or one of his staff.

## INFORMED CONSENT FOR DENTAL TREATMENT

The dental treatment that is necessary to treat my (or my Dependent's) existing oral condition(s) has been explained to me and I have had the opportunity to have my questions answered satisfactorily.

I understand that dentistry is not an exact science and success cannot be guaranteed.

I authorize Dr. Guy and/or his staff as may be necessary to perform the procedures explained to me in the treatment plan enclosed. This includes the administration of any local anaesthetic, analgesia, or other medication or pharmaceutical agent that may be necessary.

I voluntarily assume any or all possible risks that may be associated with any of these procedures. I understand it is my responsibility to diligently follow the instructions given to me in regard to my treatment.

## AUTHORIZATION FOR ELECTRONIC CLAIMS SUBMISSION

I authorize the office of Dr. Guy to release, to my insuring company plan administrator, the information contained in claims submitted electronically.

## CONSENT FOR COLLECTION, USE AND DISCLOSURE OF PERSONAL INFORMATION

I have reviewed the above information that explains how Dr. Guy's office will use my personal information, and the steps his office is taking to protect my information.

I know that Dr. Guy's office has a Privacy Code, and I can ask to see the Code at any time.

I agree that the dental office of Dr. Guy can collect, use and disclose personal information about myself and my family members as set out above in the information about the office's privacy policies.

\_\_\_\_\_  
signature

\_\_\_\_\_  
print name

\_\_\_\_\_  
date

\_\_\_\_\_  
signature of witness