



GERBER DENTAL GROUP
BURLEIGH HEADS

Dental Care for Life

Welcome to Gerber Dental Group

Welcome and thank you for choosing our practice to develop your life time dental care plan. Gerber Dental Group offers you complete and comprehensive dental care using cutting edge technology and state of the art equipment. Our highly skilled team is focused on providing education and care for you and your family in a comfortable, friendly environment. Our aim is to ensure that you have the best quality dental care for life. Together, we will plan your treatment and preventive care program to help you achieve your dental health goals.

If you have any questions about your dental care, please don't hesitate to ask any one of our highly educated dental team members. All of your questions, even the ones you haven't thought of yet, will be answered during your treatment plan consultation.

Dr Jacki Obst
Dentist

Dr Andrew Gerber
Dentist

Dr Diana M^cCubbin
Dentist

Sophie de Casabianca
Oral Health Therapist

Shanti Lange
Hygienist

Dental Care Plan Information

At Gerber Dental Group, we don't offer old "drill and fill", or "patch up" style dentistry. It's not in your best interest and it will fail. Today you have had either a thorough new patient examination or an emergency dental visit because you were in pain— let us explain the difference.

Emergency Visit

Your visit today was to assess and diagnose the cause of your pain or specific dental concern. Your dentist only addressed the specific issue you presented with. Treatment may have been commenced today, or you may have been given a prescription for antibiotics to settle any infection present before we can treat the tooth. You will have another appointment scheduled so your dentist can complete the necessary treatment, or complete a thorough new patient examination so any other concerns can be addressed before they cause you further pain and discomfort.

New Patient Thorough Examination

Today's visit included an examination of your gums, teeth and jaw. You will have had a complete set of intra-oral digital films taken, photographs and a discussion with your dentist to determine your needs and goals for your dental care. If you were interested in cosmetic treatment or had jaw pain or concerns with your wisdom teeth, we may also have taken an i-CAT scan and diagnostic models to complete your assessment.

The next step in developing your dental plan involves a complementary consultation with your dentist and our treatment co-ordinator. Your dentist will develop a plan to address any immediate concerns for disease elimination, neuromuscular or stabilization requirements, restoration options and cosmetic treatments. The plan we discuss may involve some or all of these phases of treatment. We may also provide you with treatment alternatives for each stage of your plan.

It is important to remember that the plan we discuss is "phased dentistry". In other words, we prioritize your treatment, give you all the information and assist you in making the decision about how and when you complete your treatment. You may choose to stage your treatment over a couple of months, or several years.

As a modern day consumer, we believe you have the right to information, options and choice.

Fee Schedule and Financial Policy of the Practice

We are committed to providing you with the best dental care possible in a caring and safe environment and we have established our financial policies to achieve that goal. You will be expected to pay for your dental care at the time the treatment is rendered unless you arrange a payment plan in advance. Details of these up front, interest free or extended payment plans will be discussed during your treatment consultation.

Health Insurance

If you have insurance that contributes to your dental treatment, please be aware that all health funds have limits set on what they are willing to cover per person or policy. This contribution is not based on your need for care, it is just an arbitrary limit that is set by the insurance fund. For your convenience we have Hicaps available at the practice. This means you can claim your rebate at the time of the treatment and pay only the “gap” amount. If you have any concerns regarding the amount your health fund has contributed, it is your responsibility to discuss this with your fund. Privacy laws prohibit us from dealing directly with your fund on your behalf.

Your insurance fund may suggest that we charging “too much”, or “above the recommended fee”. These comments are illegal. Please be aware that there is no set fee schedule for dental treatment. The fee schedules set by insurance funds are generally dictated by their share holders and based on profit dividends in a similar situation to car or home insurance. Our fees are based on the level and quality of care we provide and the quality of the materials and products we use.

You are eligible to claim certain medical and dental procedures above a set limit as a tax deduction. You need to provide all your invoices and receipts to your accountant so they may be lodged with your tax return.

Appointment Scheduling

Our Dentists and hygienists are very heavily booked. Some appointments may require a 4-6 week wait. We will do everything we can to schedule urgent treatment as soon as possible. If a suitable appointment cannot be arranged, we will place you on our priority stand by list. If an appointment becomes available, we will call you immediately. If you have an urgent matter that means you need to change or re-schedule an appointment, we request that you call us at least 48 hours prior to your appointment time so as we can make the time available to other patients. We understand that your time is valuable, and we request that you return the same courtesy.

Due to our heavy schedule, if you or your family is arranging appointments that are longer than two hours, we may request payment at the time of scheduling in order to reserve the time.



GERBER DENTAL GROUP
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Dental Care for Life.

We're on the Web!

www.gerberdentalgroup.com.au

Dental Treatment Guarantee

At Gerber Dental Group we guarantee the quality of your treatment. Any ceramic crown, bridge and implant treatment is guaranteed against cracking or breaking for three years. If your new restoration cracks or breaks, we will replace it free of charge. We do have a couple of conditions however. Firstly, you must complete the recommended treatment. If you don't, you risk damaging your new restoration. Secondly, you must attend your regular 6 monthly preventive care appointments so we can check your restoration and make sure it is sound.

Any dental treatment has the potential to fail if you don't look after it. You must accept the responsibility for maintaining good oral hygiene. While we are good at what we do, we can't perform miracles. You need to remember that once your own natural tooth is damaged through decay, infection, trauma or wear, anything we do is a compromise to your own natural, healthy tooth. Our very strong message is that prevention is better than cure. A regular preventive care program will detect problems before they cause long term damage. A small, regular, short term cost will generally save you from painful and expensive dental treatment in the future.

Practice Hours

Monday	8:30am—5:30pm
Tuesday	8:30am—5:30pm
Wednesday	8:30am—5:30pm
Thursday	8:30am—5:30pm
Friday	8:30am—5:30pm
Saturday	By appointment only
Sunday	Closed

Our practice is run by appointment only. Please call us on **07 5576 4923** if you have to change or re-schedule an appointment, so that time can be made available to other patients. Please remember that **48 hours notice** is required to change an appointment time.