

Nigel R. Morgan, DDS MPH

General and Cosmetic Dentistry
420 Fifth Avenue West, Suite 200
Hendersonville, NC 28739
828-693-3949

Welcome: Welcome to our practice. We are grateful for the opportunity to meet your oral health care needs. This informational handout will help you get to know us better, so keep this for future reference. If you ever have any questions or concerns regarding your dental care, please let us know. We will be happy to help you any way we can!!

Practice Philosophy: Our goal to assist you in developing and maintaining optimal oral health. This begins with a thorough examination and discussion with you regarding your oral health conditions. We also strive to provide you with the utmost in clinical treatment to enable you to achieve our goal of optimal oral health.

About Our Office:, **Julie** and **Terri** are our patient coordinators, **Annette** and **Julie** are our dental hygienists. **Kellie** and **Lauren** are our dental assistants. Everyone works as a team to take care of your dental needs, combining the latest in dental knowledge and technology with compassion and care for you. **Dr. Nigel Morgan** is a graduate of North Carolina State University with a degree in Psychology. Dr. Morgan continued his education at Boston University School of Public Health and graduated with a Master's Degree in Public Health. Upon graduation, he returned to Chapel Hill and worked in a Prosthodontic dental practice for a year before starting Dental School at the University of North Carolina at Chapel Hill. Dr. Morgan graduated with a Doctorate in Dental Surgery. Upon graduation, he was the Director of the Haywood County Dental Clinic in Waynesville for two years. He then worked with Timothy Gillespie, DMD in a private practice in Asheville. He has been the owner of his practice in Hendersonville for over 9 years. His professional affiliations include membership with the American Dental Association, North Carolina Dental Society, Hendersonville Dental Society, American Academy of Cosmetic Dentistry, Academy of Microscope Dentistry, Academy of General Dentistry, and the Seattle Study Club.

Parking: You are welcome to park in front or on the left side of the building. There is also a parking lot in the rear of the office that offers handicapped access to the office. Enter the rear door on the ground level and proceed down the hall. There is an elevator on that level. Press the button designated 2R, Nigel R. Morgan, DDS. The rear door of the elevator opens into our reception area.

For Your Comfort: We have a portable CD player available for your use while in the office. We will be happy to provide this upon request. We also have a cervical and a lumbar pillow available for your comfort while in our dental chairs.

Your Initial Examination: We will ask you to complete a written medical history, including a list of your medications, if any. At your initial examination we perform a clinical screening examination for oral cancer. We record your existing dental conditions as well as check for cavities, defective fillings and tooth fractures. We also perform a screening evaluation for TMJ dysfunction. Additionally, we evaluate the health of your gums and bone that support your teeth. We will also make dental x-rays, if indicated.

X-Rays: X-rays are taken for your benefit so that you may receive appropriate treatment in early stages of dental disease. Dental diseases involving teeth and surrounding tissues are not always visible during a visual examination of your mouth. Without the use of x-rays, conditions such as cavities, cysts, tumors, bone loss infections and impacted teeth may go unnoticed and untreated for some time. Early treatment of these conditions will result in less extensive treatment resulting in less total time, less effort and less of a financial commitment on your behalf, as well as enhanced overall dental health.

Office Hours and Appointments: Our office is open Monday through Thursday, 8:00 a.m. to 1:00 p.m. and 2:00 p.m. to 5:00 p.m., by appointment. If you can not keep an appointment, please give us at least 24 hours notice. That way, we can adjust our schedule to accommodate other patients. ***Cancellations with less than 24 hours notice are subject to a \$42 broken appointment fee.***

About Our Fees: Our fees are based on the professional knowledge, technical expertise, time and service required for the particular procedure, as well our business overhead costs involved. You will find them consistent with the high quality dental care we provide. If you have specific questions regarding your treatment or fees, please just ask us.

Payment Policies: Payment is expected at each visit as services are rendered. We accept cash, checks, VISA, MasterCard, Discover, American Express and Care Credit. You can make any other financial arrangements with Julie or Terri, our patient care coordinators. **Balances over 90 days generate a service charge of 1 ½% per month (18% yearly).** The returned check fee is \$25.00. A treatment plan is generated for every patient and procedure. We are happy to provide you a written copy of your treatment plan before beginning treatment. If you have any questions regarding your treatment and/or financial arrangements, please let us know. Our goal is for you to be comfortable with your treatment as well as your financial obligations.

Dental Insurance: After each visit, we will give you an itemized list of all charges and their appropriate computer/insurance code. In most cases we will send your insurance in for you and have the insurance reimburse you for the amount they will cover. It is our philosophy that **you**, not your dental insurance company, should decide what dental treatment is appropriate for you.

Infection Control: Your health and welfare are important to us. We take every necessary step to safeguard your health during your dental treatment. We strictly comply with all infection control procedures recommended by OSHA and the CDC. If you have any questions about our infection control procedures, please ask. We will be happy to address any concerns you may have.

Emergencies: During normal office hours, call the office at 828-693-3949. We will make every effort to see you as soon as possible. After hours, please call Dr. Morgan's cell phone which is 919-606-0391. If Dr. Morgan is out of town or otherwise not available, there will be a message informing you of the dentist on call.

Recall: In order to keep your teeth and mouth healthy, you need to remain active in our recall program. Early detection of potential problems is vital in maintaining your oral health.

Thank you!!!

Office Mission Statement

The mission for our office is twofold. We serve our patients by **educating** them to realize and appreciate the positive impact that optimal oral health has upon their general medical health (free from infection and pain, able to masticate their food properly, prevention of future dental disease, etc.) and lifestyle choices (social confidence, youthful feeling, pleasing esthetics, etc.) The direct impact this educational process will have upon our patients is to enable **all** of our patients to have an equal opportunity to achieve optimal oral health.

Of equal importance for our office is to clinically help our patients achieve their appropriate optimal oral health. Optimal oral health can be defined as retaining as many natural teeth as possible for as long as possible in a comfortable and predictable manner.