

## *Welcome to Our Practice*

Welcome to the office of Dr. Norman S.M. Cheung and his team. We are pleased that you have chosen our office for your dental care. Our goal is to deliver treatment in a pleasant, professional manner and provide you with the highest quality of dentistry possible. You will find that our approach to dental care aims for excellent dental health, comfort, and satisfied patients. Our office is equipped with state of the art equipment, computers, and instrumentation.

### *About Our Office*

We have been serving our patients since 2000 in this present location. We believe you will be pleased and satisfied with the friendliness of the staff as well as with the gentle and thorough approach of Dr. Cheung and his team.

Dr. Cheung and his team place great emphasis on dental health including the areas of gum health, jaw posture, occlusion, muscle balance, teeth appearance, and nutrition. A conservative and preventive approach is of utmost importance for long-term comfort and optimal health of the whole body.

We are pleased to help improve and maintain your dental health and smile, as well as address any dental needs that are of concern to you. Our desire is to provide you with a quality dental experience at each of your visits.

### *Your First Visit*

Dental care and treatment needs vary from patient to patient. On your first visit, we will review your medical and dental history and perform a comprehensive examination of your teeth, gums, bone joints and jaw joints. Necessary records will be taken including radiographs, photographs and study models of all the teeth to allow the Doctor to provide you with a full and proper assessment. We will then discuss potential treatment options and fees, and answer any questions you may have.

### *Our Office Hours*

We want your scheduled visit with us to be as convenient as possible. Our patient hours are 8:00 A.M. – 4:30 P.M. on Mondays, Tuesdays, Wednesdays and Fridays. On select Thursdays and Saturdays, our office hours are from 8:00 A.M. – 1:00 P.M. Appointments are encouraged to be scheduled in advance to ensure that you reserve a time that best serves you.

### *Private Consultation*

For those cases that are more complex in nature, we will arrange for a separate meeting to review your x-rays, models, photos and other findings with you. This consultation will help you better understand the exact condition of your teeth, jaws and muscles as they relate to your overall oral health. If more than one treatment option is available to you, we will discuss your options so you can make an informed decision. This is also an excellent opportunity for you to ask questions and raise concerns regarding treatment techniques and restorative materials used.

### *Emergencies*

Dr. Cheung is on-call for any emergencies that may arise outside our normal office hours. Please call (808) 383-0331 to reach the doctor or leave a message after hours.

## *Broken Appointments*

As a courtesy to our patients, we will do our best to maintain all scheduled appointment times and keep wait periods in our office to a minimum. In return, we ask that patients arrive in a timely manner so as not to infringe upon other patients' time. If a cancellation is necessary, please do so with 48 hours advance notice. We reserve the right to charge a broken appointment fee for last minute cancellations. This fee is also applicable for appointments that are rescheduled more than twice with little notice. Of course, we understand that situations may arise unexpectedly and we will take this into account prior to assessing fees.

## *Understanding Costs*

Good dental care is one of the best investments you will ever make. Dental conditions vary in complexity and severity, and fees vary to reflect these differences. Fees for services rendered in our office are based on the Doctor's skill, knowledge, judgment, experience and expertise. At your private consultation, our administrative staff will discuss your financial arrangements in detail.

Our office chooses to be a private fee for service practice. Payment is due when services are rendered. For extensive cases, financial options are available. Our office accepts Master Card, Visa, cash or personal checks.

**Insurance.** With regard to insurance, our office will process your dental insurance as a courtesy. Your contract for insurance coverage is between you and your carrier. We accept dental insurance assignments, with the understanding that any uninsured portion that is not covered by your dental plan is to be paid by you at the time of service. Your dental insurance coverage is based on the policy or contract you have. Depending on your specific policy, your dental insurance plan may or may not fully cover our office dental fees for services rendered. Please remember that the ultimate financial responsibility is yours.

## *Specialist Referrals*

As a general dental practice we will be in contact with the doctors and health care providers who referred you to our office to ensure the continuity of treatment. At times the doctor will also recommend our patients to other specialists to assist with needed specialty care and services to provide the best quality care and outcome.

## *New Patient Referrals*

Your kind referral is the best compliment we could ever receive! We are always happy to accept new patients. We welcome your referrals of friends, co-workers, family members and relatives. We value your trust and confidence in us and will take special care of the people you refer.

## *About the Doctor*

Dr. Cheung received his Doctor of Dental Surgery degree in General Dentistry from the University of Southern California (USC). His continual training focuses on cosmetic dentistry and complex occlusal, restorative, and head, neck and facial pain disorders, including TMJ and neuromuscular therapy. He has been practicing general dentistry since 1994. In 2009, Dr. Cheung was recognized as one of Hawaii's Top Dentists in Honolulu Magazine.

Professional Memberships:

- American Academy of Cosmetic Dentistry
- American Dental Association
- Academy of General Dentistry
- Hawaii Dental Association
- International Academy of Comprehensive Aesthetics

## *Location*

We are located in the Ala Moana Building, adjacent to the main Ala Moana Shopping Center entrance ramp at the makai end of Ke'eaumoku Street (look for *Bank of Hawaii* at the ground floor of our building).

## *Contact Us*

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Thank you again for giving us the honor and opportunity to serve you. We know you will find our office to be pleasant and professional each time you visit us. We look forward to seeing you soon!