

LOCATION AND OFFICE HOURS

We are conveniently located near Duke University and the heart of Durham. We are directly across the street from the NC School of Science and Mathematics. Our office address is 1212 Broad St, Durham, NC, 27705. Our office hours are generally Monday – Thursday 8 am to 5 pm.

APPOINTMENTS

Appointments with Dr. Argersinger and our hygienists are reserved on a first come – first serve basis. We make every effort to facilitate your visit as conveniently and as soon as possible. Whether your first visit with our practice is an emergency visit or a comprehensive exam and cleaning visit, we will spend the time to understand your vision for your oral health. For most non-emergency patients, your appointment will begin with an introductory meeting with Dr. Argersinger. He will get to know you as well as review your medical history with you in private. Following this introduction, our team will facilitate any necessary digital radiographs and begin the process of cleaning your teeth. Next Dr. Argersinger will conduct his examination and discuss treatment possibilities with you. Dr. Argersinger takes great pride in explaining your current conditions, the available treatment options, and the pros and cons of those options. What you decide to do is entirely up to you. Your initial visit will conclude with an agreement between you and our practice regarding financial arrangements for the treatment plan you choose. During this last step we will make every effort to maximize any insurance benefits and map out your anticipated out-of-pocket or ‘co-pay’ expenses. Once a financial agreement is reached, we will develop a plan to deliver on the care you have chosen.

RECALL

If you have reached out to our practice, you likely share our belief that regular preventive dental care is a sound investment and important to optimum health. Our office maintains a well-organized ‘recall’ system designed to remind you of your cleaning and examination at regular intervals. Most patients are on a six month recall schedule, but occasionally patients need shorter recalls. The recall frequency is part of the overall treatment plan developed for any patient.

EMERGENCY CARE

We understand dental emergencies can often be the most painful issue a person endures in their life. When dental pain strikes or a tooth breaks and you want to have it taken care of, know that you can reach out to our office ANY TIME. If you call early in the day, it may be

possible to work you into the SAME DAY's schedule. In many cases, pain relief can be facilitated during the initial emergency appointment.

FEES AND PAYMENTS

Every effort is made to hold down the cost of dental care. Like most offices these days, patients are responsible for their co-pay or balance due at the time of their treatment visits. Of course where insurance is involved, coordination of benefits and co-payments are managed on an individual basis. When our standard financial arrangements are falling short of what works for you, we also offer CareCredit™. We recognize that dental care can be an investment and we work hard to combine **an educational approach** focused on prevention with an **interceptive approach** based on treating dental decay and gum disease. We also are happy to extend an esthetics approach for patients interested in cosmetic improvement. No matter what type of involvement you have with our practice, it's important to understand that all dental care is custom and one-of-a-kind! It only works one patient at a time, one tooth at a time.

INSURANCE BENEFITS

As a convenience to you, our office will gladly file your dental claim at the time services are rendered. No insurance company attempts to cover all dental costs. Some pay fixed allowances for certain procedures; others pay a certain percentage of the charge. Our staff will submit the appropriate forms to your insurance carrier and help you receive the maximum benefits under your policy. Please bring information about any dental insurance you have since we submit to ALL dental insurance plans. Should there be any non covered charges, our staff will clarify what they are and, if you wish, will help you make any payment arrangements that are necessary.

Check us out, www.facebook.com/durhamdds

Joining a new 'dental family' often opens up a zillion questions. What is Dr. Bill like? What is the staff like? Does the office have easy parking? Do they treat children? Etc. We encourage you to check out our Facebook page where you can get a sense for what Dr. Bill is like as well as see what other patients (real patients with real names) are saying. Our Facebook page: www.facebook.com/durhamdds

If Facebook isn't your thing you could always just check out our website www.durhamdds.com. If it's not available it's because it's being updated and we apologize in advance.