

PATIENT

REFERRAL GUIDE

ES ENDODONTIC
SPECIALISTS

OUR MISSION

Endodontic Specialists' mission is to provide optimal quality dental care in an efficient and caring, state-of-the-art environment where we endeavour to attend to our patients' individual needs with precision, respect and dedication.

Our duty is to maintain the highest standards of our profession and render treatment accordingly in a safe and clinically healthy environment. We, at Endodontic Specialists, have dedicated our professional lives to improving the comfort and dental health of those who seek our care. All patients will be thoroughly examined and diagnosed to determine the nature and cause of their discomfort and concern. Anyone directed to our office will receive the benefit of prompt emergency care. We promise to always be sensitive to your patients' needs and treat everyone equally with the respect they deserve.

Our goal is to maintain a high quality of patient care to benefit your practice and clientele. Our team will make treatment as comfortable as possible for your patients by using state of the art techniques and technology and offering various options for sedation. All of our specialists are equally well trained and exceptional in their profession.

After endodontic treatment, your patients will be returned to your care with specific recommendations for the completion of the final restoration. Our practice will contact your patient periodically after treatment to carry out a follow-up assessment.



OUR DOCTORS

Phil Shedletsky, DDS, MS

Gary Glassman, DDS, FRCD(C)

Glen Partnoy, DDS, MS, FRCD(C)

Adam Grossman, DDS, FRCD(C)

Simone Seltzer, DDS, FRCD(C)

Gevik Malkhassian, DDS, MSc, FRCD(C)

Jose Da Costa, DDS, MSc, FRCD(C)

EFFECTIVE COMMUNICATION



Clear and effective communication between all parties is essential in the referral process. It is the role of the general dentist to manage the overall dental health care of the patient. When appropriate, any care

rendered by a specialist should be coordinated with that of the referring dentist, with a clear understanding of the role of each in providing patient care. Patients should receive clear, consistent information about their dental concerns and treatment from all dental professionals to avoid patient confusion.

The following guidelines are necessary to provide your patient with the utmost professional care. They are inspired by the Royal College of Dental Surgeons of Ontario edition of dispatch and are intended to explicate the responsibilities of both the referring dentist and Endodontic Specialists.

We are here to deliver quality care while providing a warm and friendly atmosphere. We will always be sensitive to the needs of our patients and treat all with the respect they deserve.

GARY GLASSMAN

INFORM YOUR PATIENTS

of the following

- An examination is always necessary prior to any treatment.
- Digital radiographs and 3-D imaging may be required for the examination.
- All payments are due when services are rendered.
- To bring their insurance information to Endodontic Specialists for their initial examination; this will expedite the submission of your patient's insurance claims.
- Our general office policies, contact information, appointment scheduling, cancellation instructions and hours of operation.
- If your patient inquires about the endodontic treatment fees or you feel it is appropriate to discuss fees, you may inform your patient that, although there may be an examination fee, this could be part of the total treatment cost. After the examination, your patient will be informed of their fee for the recommended treatment. A predetermination will be prepared for insurance and, where possible, be forwarded electronically on their behalf.

*Pulling a damaged or diseased tooth should always be a last resort.
With endodontic treatment, we can help save your tooth and
preserve your healthy smile for many years to come.*

PHIL SHEDLETSKY

INFORM OUR OFFICE

of the following

- If your patient's case is urgent.
- Your patient's need for special financial arrangements.
- Any feedback on the overall visit with our office is welcome.

In return, we will ensure that your patient is given...

- All details of the appointment, including time, date and location.
- The approximate duration and fee for the examination.
- Adequate information to make an informed treatment decision after the initial examination.

This will include:

- Diagnosis, recommended

treatment, and prognosis.

- Costs of recommended treatment.
- Ramifications of the recommended treatment – e.g. need for future treatment, follow-up and maintenance.
- A predetermination for their treatment plan. Your patient will be asked to sign a consent form, signifying they give ES informed consent to proceed with the recommended endodontic treatment that they will pay for when the services are rendered (special financial arrangements may be discussed if needed).
- The highest quality of dental care and comfort during their visit(s) to our office.

Learning that endodontic treatment needs to be performed can be fearful and anxiety provoking. Our team is committed to reducing your patients fears, and providing compassionate care throughout the treatment process.

ADAM GROSSMAN

WE OFFER THE FOLLOWING

for your convenience

- Equally trained exceptional endodontists.
- Team members that are fluent in a wide variety of languages.
- Continuing education courses.
- Two different downtown locations, both of which are in close proximity to the subway, bus and parking.
- Saturday and evening appointments.
- After-hours answering service.
- Emergency care for your patients.
- Sedation services.
- Digital and 3-D imaging are available.
- Online referrals; this allows dentists to refer patients online and allows patients to complete their health history online.
- Website (rootcanals.ca) that presents patients with the opportunity to ask one of our endodontists questions and receive informative answers promptly.
- Website that offers original animations of the various procedures performed in our office.
- Website that offers basic information, treatment preparation and post-op information.

Dental injuries are stressful, but the treatment and recovery process doesn't have to be. Our team of endodontists is committed to providing efficient, effective urgent care for dental injuries of all kinds.

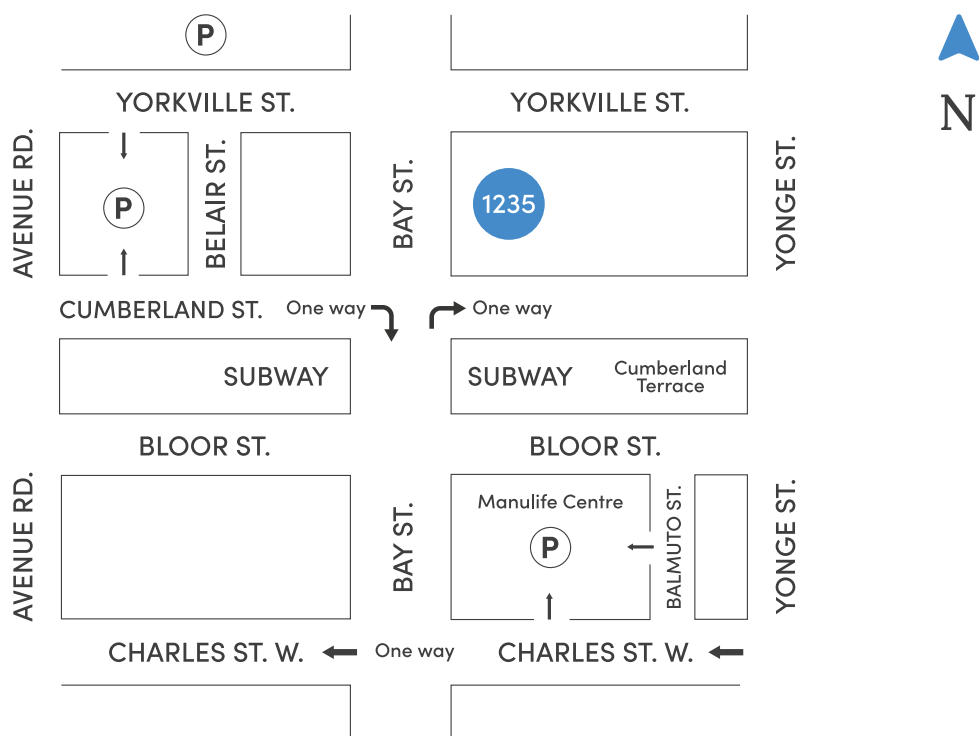
GLEN PARTNOY



We are always available for you and your patients or anyone requiring our services. We encourage all referring dentists to drop by for a visit or to contact Endodontic Specialists and arrange for a tour of our office to meet our team and see them in action.

BAY STREET

Office



Address

1235 Bay Street Suite #201
 East side of Bay Street between Yorkville
 Avenue and Cumberland Street

Subway Route

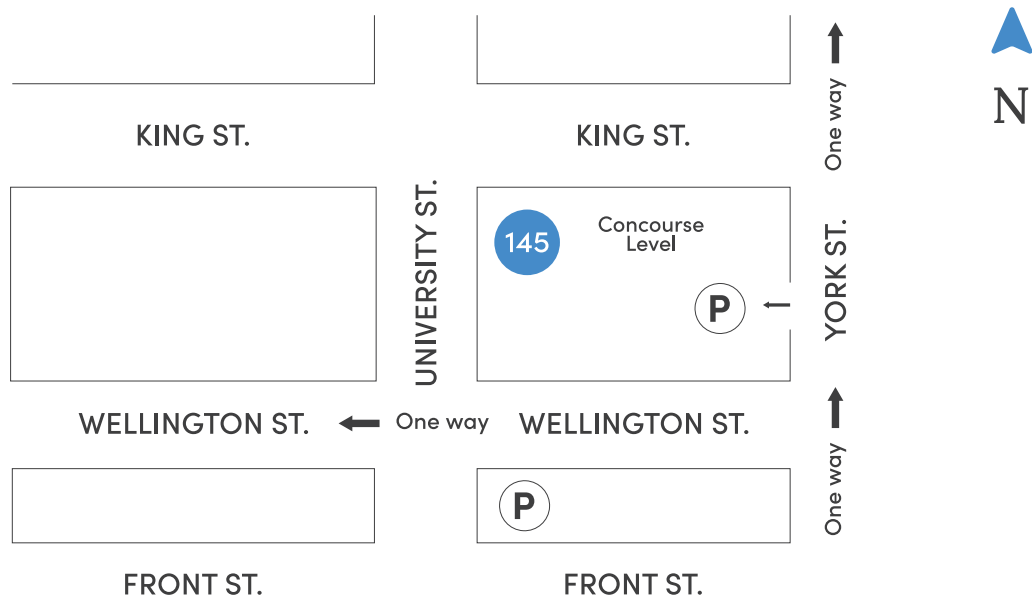
Bay Street Station
 (Bloor/ Danforth Line)
 Note Sign - Bay Street East Exit

Visit our website rootcanals.ca for our office hours.

Sedation services are available

KING STREET

Office



Address

145 King Street West, Concourse Level
South East corner of King Street
and University Avenue

Subway Route

St. Andrews Station (University Line)
Note sign - South Side King,
East Side University

Visit our website rootcanals.ca for our office hours.

Sedation services are available



info@rootcanals.ca
www.rootcanals.ca

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