



NEW PATIENT QUESTIONNAIRE

CONTACT INFORMATION

Date: _____ Preferred Pronoun: He/Him She/Her They/Them Other: _____
 First Name: _____ Middle Name: _____ Last Name: _____
 Date of Birth: Y _____ /M _____ /D _____ Age: _____ BC Care Card #: _____
 Email address: _____ Home Address: _____
 City: _____ Postal Code: _____
 Phone, Res: _____ Cellular: _____
 Person to notify in case of emergency: _____ Phone: _____
 Primary Doctor Name: _____ Phone: _____
 Name of Previous Dentist: _____ Date of Last Dental Visit: Y _____ /M _____
 How did you find us? _____

DENTAL INSURANCE INFORMATION

Primary Carrier: _____ Insured: _____
 Group Policy Number: _____ ID: _____
 Employer: _____ Insured's DOB: Y _____ /M _____ /D _____
 Basic %: _____ Major %: _____ Prevent %: _____ Ortho %: _____
Secondary Carrier: _____ Insured: _____
 Group Policy Number: _____ ID: _____
 Employer: _____ Insured's DOB: Y _____ /M _____ /D _____
 Basic %: _____ Major %: _____ Prevent %: _____ Ortho %: _____

DENTAL HISTORY

	YES	NO		
1) Do you feel any pain to your teeth or mouth?	<input type="radio"/>	<input type="radio"/>		
2) Do you have trouble "freezing"?	<input type="radio"/>	<input type="radio"/>		
3) Have you had any cavities in the past 3 years?	<input type="radio"/>	<input type="radio"/>		
4) Does your mouth feel dry or do you have difficulty swallowing?	<input type="radio"/>	<input type="radio"/>		
5) Have your teeth changed in the last 5 years, become shorter, worn, or shifted place?	<input type="radio"/>	<input type="radio"/>		
6) Do you bite your nails, chew ice, chew pens or have any other oral habits?	<input type="radio"/>	<input type="radio"/>		
7) Have you ever worn a bite appliance?	<input type="radio"/>	<input type="radio"/>		
8) Do you have dentures?	<input type="radio"/>	<input type="radio"/>		
9) Have you ever had a head, neck or jaw injury?	<input type="radio"/>	<input type="radio"/>		
10) Are you interested in sedation for dental treatment?	<input type="radio"/>	<input type="radio"/>		
11) Have you had any of the following dental treatment:	<input type="radio"/> Orthodontics (braces)	<input type="radio"/> Periodontics (gums)	<input type="radio"/> Wisdom teeth removal	<input type="radio"/> Implants
12) Please tell us how you take care of your teeth: _____				



13) Do you have any concerns about dental treatment – are you nervous about the dentist? Please explain: _____

14) Is there anything about the appearance of your teeth you would like to change? Please explain: _____

15) Have you ever been disappointed with the appearance of previous dental work? Please explain: _____

MEDICAL HISTORY

Do you have or have you ever had:

- AIDS/HIV Positive
- Arthritis/Gout
- Cancer
- Epilepsy/Seizures
- Hepatitis A B or C
- Low Blood Pressure
- Hearing difficulty or wear a hearing aid
- Organ Transplant
- Stroke
- Alzheimer’s or Dementia
- Artificial Joint(s)
- Chemo or Radiation to the Head/Neck
- Fainting
- Heart disease or Trouble
- Heart Attack/ Failure
- Lupus
- Osteoporosis
- Thyroid Disease
- Anemia
- Artificial Heart Valve
- Diabetes type 1 or 2
- Glaucoma
- Heart surgery, stents
- Pace Maker
- Mental/Nervous disorder
- Snoring or Sleep Apnea
- Asthma
- Autism or Special Needs
- Emphysema, COPD, bronchitis, other lung disease
- Hemophilia or blood disorder
- High blood pressure
- Kidney problems
- Migraines or frequent headaches
- Stomach or digestive issues (ie: reflux, ulcers, celiac disease)
- Is there anything else? _____

Please list any prescription medications or supplements you are taking: _____

Please list any allergies, including to medications, latex, food, etc: _____

Have you had a bad reaction to any medications? Please explain: _____

YES NO

Have you ever used any form of Tobacco, Vaping, or are wearing a nicotine patch? YES NO

Have you been advised to take antibiotics before seeing a dentist? YES NO

Are you dependent on alcohol or drugs? Have you been treated for addiction? YES NO

Have you recently (in last 2 years) been hospitalized or had a major operation? YES NO

Please explain: _____

FOR WOMEN - Are you: Pregnant or trying to become pregnant? Taking birth control?

NOTE: IT IS IMPORTANT THAT ANY CHANGES IN YOUR HEALTH STATUS BE REPORTED TO OUR OFFICE.

I, the undersigned, certify that all of the medical and dental information provided is true to the best of my knowledge, and I have not knowingly omitted any information. I also consent to my physician being contacted if necessary to obtain information that is required for my dental care.

Signature: _____

Name: Parent or Legally Authorized Representative: _____



Horizon Dental

#1-760 Mayfair St,
Kamloops, BC V2B 0E5
tel: 778-765-3928
fax: 778-765-3973

Thank you for choosing our office. Our primary goal is to provide thorough dental care in a comfortable, relaxed environment. To ensure a long lasting and well-informed relationship we have listed our policies concerning you, the patient. Please read through the following policy information – should you have any questions please do not hesitate to ask one of our team members.

FINANCIAL POLICY

Insurance

We accept *most* types of dental insurance on assignment (meaning having the payment come directly to our office). Please check with our staff to ensure your insurance can be accepted before your initial visit.

We are happy to provide you (policy holder or patient) with assistance by submitting your claim electronically and filling out insurance forms.

Assignment is accepted provided that:

- The appropriate forms, cards and/or any other relevant insurance information are provided in a timely manner.
- The policyholder/subscriber is present to sign the appropriate forms for insurance processing.
- The policyholder/subscriber understands and agrees to pay for any outstanding amounts not covered by the insurance company in full at the time of treatment.
- The patient understands that if any difficulty is encountered by our office with the collection of payment from the insurance company, the patient is ultimately responsible for any outstanding payment and must deal with any insurance company inquiries.
- Assignment will not be accepted if correct, up-to-date insurance information is not provided.

Before each appointment, it is your responsibility to confirm your dental insurance coverage and understand its limits and short-comings to avoid unexpected charges. It is not our responsibility to know your dental insurance contract.

Payments

Prior to your visit, our team will make every attempt to provide you with an estimate of the costs, however this is not a guarantee and costs can go up or down depending on your individual needs. Upon completion of every dental visit, the front desk staff will produce an invoice outlining final costs. Please be prepared to pay any outstanding amount that is not covered by your insurance.

Forms of payment

Cash, Debit, VISA, Master Card, E-Transfer, Cheque

Extensive or Long-Term Treatment

Treatment such as: crowns, bridges, implant crowns, or rehabilitation may require a separate payment agreement. This will be discussed at the time your customized treatment options are presented.

Please note: You are responsible for having your account paid in full each time treatment is provided. If payment is not received, an alternative arrangement can be discussed with our practice coordinator.

Brightening lives – one smile at a time!

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Warranties

If you have an issue or concern regarding treatment, please alert the practice in a timely manner.

The Practice has chosen to provide a 5 year “warranty” on major treatment, which depreciates by 20% of cost each year after treatment is performed. Basic dental treatment falls under a 1-2 year warranty at the sole discretion of the dentist.

All “warranties” on dental treatment are void if the patient does not follow the recommended recare schedule, perform the recommended at-home dental hygiene and diet management, is not in good financial standing with the practice, or due to loss or accident/injury not related to the office.

SCHEDULING POLICY

Canceling, Missed, & Late Appointments

If you are unable to attend your appointment, we ask that you inform us at least two working days (48 hours) prior to that appointment. This gives us an opportunity to give your appointment time to someone on our urgent care waiting list.

If you miss your appointment or cancel on short notice (less than 48 hours), we reserve the right to charge a fee based on the standard BC Dental Fee Guide, the amount of time booked, and what procedure was planned.

If you should arrive late, we may not be able to see you for that appointment or may have to limit the amount of treatment done.

The office reserves the right to dismiss a patient who repeatedly no-shows, cancels on short notice, or arrives late.

Cell Phones & Media Devices

Please feel free to use your cell phones and other media devices in our waiting area.

To ensure the privacy, comfort, and safety of all our patients and staff, **please respect the following rules:**

- Use earphones if you are watching a video or listening to music.
- Mute or turn off your device once you enter the operator for your treatment.
- Respect the privacy of other patients and staff, and our need to provide you with a safe treatment environment.
- Refrain from moving, touching, or photographing equipment; or photographing or recording your procedure.

Horizon Dental has a **zero-tolerance policy** for violence, threats of violence, harassment, or intimidation of any team member or client. The office reserves the right to immediately dismiss any patient who does not respect the safety and well-being of others, whether in person or through other means of communication.

Name: _____ Date: _____

Signature: _____

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PATIENT PERSONAL INFORMATION CONSENT FORM

We are committed to protecting the privacy of our patients' personal information in a responsible and professional manner. This document summarizes the personal information that we collect, use, and disclose in accordance with provisions set out in the Privacy Information Protect Act. In addition to the circumstances described in this form, we also collect, use, and disclose personal information when permitted or required by law.

We collect information from our patients such as names; home and work addresses; home, cell and work telephone numbers and e-mail addresses. (Collectively referred to as "Contact Information") Contact Information is collected and used for the following purposes:

- To open and update patient files.
- To invoice patients for dental services, to process credit card payments, or to collect unpaid accounts.
- To process claims for payment of reimbursement from third-party health benefit providers and insurance companies.
- To send reminders to patients concerning the need for further dental examination or treatment.
- To send patients informational material about our dental practice.

Contact information is disclosed to third party health benefit providers and insurance companies where the patient has submitted a claim for reimbursement or payment of all or part of the cost of dental treatment or has asked us to submit a claim on the patient's behalf.

Financial information may be collected in order to make arrangements for the payment of dental services.

For the safety and security of our staff and patients, we collect audio and visual surveillance limited exclusively to the front lobby and outer entrances/exits to our office to minimize potential privacy intrusions. Access to recordings is restricted, stored securely, and destroyed within 30 days unless it may be required as part of a criminal, safety, or CDSBC investigation for evidentiary purposes.

We collect information from our patients about their health history, their family health history, physical condition, and dental treatments. (Collectively referred to as "Medical Information") Patients' Medical Information is collected and used for the purpose of diagnosing dental conditions and providing dental treatment.

Patients' Medical Information is disclosed to the following:

- To third party health benefit providers and insurance companies where the patient has submitted a claim for reimbursement or payment of all or part of the cost of dental treatment or has asked us to submit a claim on the patients' behalf.
- To other dentists and dental specialists, where we are seeking a second opinion and the patient has consented to us obtaining the second opinion.
- To other dentists and dental specialists where those dentists have asked us, with the consent of the patient, to provide a second opinion.
- To other health care professional such as physicians if the patient, with their consent, has been referred by us to the other health care professional for either a second opinion or treatment.



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We may also use your photos and x-rays for educational or research purposes only. We will not distribute photos or x-rays without your permission; complete confidentiality will be respected.

If we are ever considering selling all or part of our practice, qualified potential purchasers may be granted access to patient information as part of the due diligence process. This is to verify information pertaining to the potential sale. If this occurs, we will take steps to ensure that the prospective purchaser safeguards all personal information.

Dentists are regulated by the CDSBC which may inspect our records and interview our staff as part of its regulatory activities in the public interest.

I consent to the collection, use and disclosure of my personal information as set out above.

Name: _____ Date: _____

Signature: _____

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