

Welcome to Pelago Dental

We look forward to welcoming you to our practice for your appointment.

ARRIVING AT YOUR APPOINTMENT:

We do our best to be punctual and ask that you help us to keep on time by arriving 10 minutes prior to your appointment to complete your new patient medical questionnaire. Alternately, we have attached it to this email so if you would like to complete it in advance you may then either bring it with you to your appointment or email it to us in advance.

OUR LOCATION:

We are located in the Pelago East building opposite the Best Western Hotel, facing Warambie Road. We are two shops from the Empire 6714 coffee shop. Please note that parking time limits are enforced on Warambie Road and Sharpe Avenue, there are further free parking spaces available in the covered car-park at the rear of the building, which can be accessed by turning right off Sharpe Avenue just before the entry to Warambie Estate.

CONFIRMING OR CHANGING YOUR APPOINTMENT:

If you do need to change your appointment we ask that you provide 24 hours' notice, otherwise a late cancellation fee of \$25 per 30 minutes of appointment time will apply. This fee also applies if you miss or do not attend your appointment. We will SMS you 2 days prior to your appointment to remind you, please reply to this SMS so that we know you will be attending. If we do not receive a reply, we will attempt to call you. If you are not contactable to confirm your appointment, it may be cancelled.

Please remember that if for some reason you do not receive your reminder, your appointment remains your responsibility to attend or reschedule at least 24 hours in advance.

ACCOUNTS AND FEES

Please remember to bring your private health insurance card with you if you have private health cover for dental treatment, otherwise we are unable to use the HICAPS facility to claim your rebate immediately. Please also be aware that all accounts are required to be settled at the time of the appointment. Our friendly staff are always happy to provide you with an estimate of the fees. If you require the assessment of the dentist to determine what emergency treatment is required, please be aware the dentist will happily give you a fee estimate after assessing the problem, before any treatment is completed.