

The Doctors of Ballwin Dental Care

# The Top 10 Things You Must Know Before Choosing Your *Dental Care Provider*



Ballwin Dental Care

## Welcome Letter from the Doctors of Ballwin Dental Care

Dear Friend,

As the doctors of Ballwin Dental Care, we understand the challenges that come with seeking out a new family dentist. From the office atmosphere to financial options to a dental team's expertise, there are numerous factors you might consider when looking at a new dental care provider. Which qualities are the most important for a dentist to have, though – and which ones are safe to forego? In addition, once you know the best questions to ask, how do you know if a prospective dental office is giving you the right answers?



To help simplify the search process for you, our team has compiled ten key questions to ask your potential new dentist. We invite you to read our report, **"The Top 10 Things You Must Know Before Choosing Your Dental Care Provider."** We also offer guidance here on the types of responses a quality dentist should provide. Armed with this information, you'll be able to choose the ideal dental team for yourself and your loved ones.

If any questions or concerns arise as you read our report, we also invite you to reach out to our knowledgeable team by calling 636-442-0514. At Ballwin Dental Care, we genuinely care about the comfort and dental health of our patients – and have been doing so for more than 45 years. We value quality over quantity and strive to provide quality patient education and care that promotes a lifetime of health. We would be happy to help you improve your and your loved ones' health, too!

To Your Healthiest Smile,

*Dr. Kimberly Simonds*

*Dr. Rachel Ragsdale*

*Dr. John McCarthy*

P.S. When you're ready, call our office at **636-442-0514** and ask about our **New Patient Appointment**, which includes a comprehensive exam, cavity-detecting digital x-rays (up to 4), a professional cleaning, and an oral cancer screening - a \$307 value for only \$89! Or \$100 OFF for patients with insurance. *Subject to insurance. Not valid for patients with gum disease. Not valid with any other offers.*

We also offer a **Orthodontic Consultation** and **Cosmetic Consultation**. Whatever your needs may be, we are here for you!

## Table of Contents

Welcome Letter From The Doctors .....	2
1. Do They Have Extensive Experience? .....	4
2. Do They Provide Dentistry & Orthodontics? .....	5
3. Do They Have A Guarantee? .....	6
4. Do They Have Evening & Weekend Hours? .....	7
5. Do They Offer Consultations? .....	8
6. Do They Respect Your Time? .....	9
7. Are They Customer Service Trained?.....	10
8. Do They Use Advanced Technology? .....	11
9. Do They Make You Comfortable? .....	12
10. Are They Award-Winning? .....	13
11. Bonus: Do They Have Flexible Payment Options? .....	14
Closing Letter from The Doctors .....	15





## 1. Do They Have Extensive Experience?

When it comes to the health and aesthetics of your smile, having experience is key. Some questions to ask a potential dentist include how long they have been practicing, how many patients they have helped, and whether their experience includes providing a variety of treatments. You should also consider whether they attend continuing education courses to stay up-to-date with modern advancements in the dental health care field.

At Ballwin Dental Care, our team has helped transform over 30,000 smiles in West St. Louis County, MO and beyond since 1974. Our experts, Dr. Simonds, Dr. Ragsdale, and Dr. McCarthy, bring nearly 50 years of combined experience and advanced training to our patients every day. No matter what your condition may be, our team has likely helped a similar patient in their years of practice. We are more than happy to show you before-and-after pictures to provide examples of our exceptional results.

As a team, we also believe in the importance of staying current with the techniques and technologies available for quality dental care. For this reason, all our doctors and team members regularly attend continuing education courses throughout the year.



## 2. Do They Provide Dentistry & Orthodontics?

When you or your loved one is interested in having a straighter smile, most dental offices will refer you to an orthodontist. They simply won't have the capability or experience to provide you with orthodontic treatment. If you prefer to keep all your dental treatment with one provider, then look for a dental office that also provides quality orthodontic services.

At Ballwin Dental Care, we are thrilled to be able to provide both comprehensive dental treatments as well as revolutionary Invisalign® technology to patients who wish to straighten their teeth through orthodontics. Invisalign functions in much the same way that braces do, by putting controlled pressure onto certain teeth to move them into alignment. Unlike braces, Invisalign uses removable and clear aligners. That means you don't need to make any lifestyle changes, such as avoiding certain foods, and no one needs to know you're even undergoing treatment!

We understand the importance of offering patients a variety of treatment options and we have the expertise to provide it. Whatever you seek, our experienced doctors are here to assist your unique dental and orthodontic needs.





### 3. Do They Have A Guarantee?

A practice committed to its patients' comfort and oral health will stand behind their treatment, and the best way to do that is with a guarantee. Exceptional dentistry should offer a solid guarantee to make sure you know that you come first no matter what. Your satisfaction and health are of the utmost importance!

Our dentists and team at Ballwin Dental Care not only want to provide the best dental health care in town, but we also want you to be 100% satisfied with the care you receive. If at any point you feel less than 100% satisfied with your care over the course of treatment, let us know! We will do whatever we can to ensure your experience with us is both memorable and enjoyable.



## 4. Do They Have Evening & Weekend Hours?

Many dental offices offer limited hours that coincide during the typical school or workday. This can make it difficult to schedule an appointment that doesn't disrupt your day. Your dental office should offer flexible hours that meet your scheduling needs so you don't have to take the time to miss school or work.

At Ballwin Dental Care, we want to make it as convenient as possible for you to receive dental care. To help accommodate your schedule, we have adapted our hours to include appointment availability both before and after your typical work and school day hours. We also offer Saturday appointments.



## 5. Do They Offer Consultations?

Your dental provider should take the time to explore your specific needs and answer your questions prior to recommending treatment. They should also provide an honest treatment plan with a consultative approach so you know exactly what to expect. You should never proceed with treatment unless you're completely comfortable and ready!

Ballwin Dental Care believes that every patient should be able to get to know their dentist and their processes prior to committing to a major procedure. That's why we offer second opinions in addition to consultations to our patients including:

### **Orthodontic Consultation**

- Oral Exam
- Digital X-Rays
- Comprehensive Consultation
- Treatment starts on the same day in most cases
- Free teeth whitening after Invisalign® treatment

### **Cosmetic Consultation**

- A discussion of your goals
- A customized treatment plan
- Patient education





## 6. Do They Respect Your Time?

When going to the dentist, one of the last things you want to do is sit and wait for your appointment, especially after you were courteous enough to be on time or early. For many patients, it is difficult enough to bring themselves to make and keep an appointment. If you value your time, then find out your potential dentist's waiting room reputation. You deserve to be seen promptly!

Our team at Ballwin Dental care strives to provide you with the most enjoyable dental visit possible. That's why we are proactive with our scheduling to ensure that you will almost never have to wait for your appointment. We believe in quality over quantity and never overbook! Not only will you experience virtually no wait times at Ballwin Dental Care, but you also won't need to feel rushed during your appointment. We ensure that ample time is built into every appointment, so you can feel confident that all your questions will be answered and all your dental needs met. Your time is spent WITH our team instead of simply waiting to see the team. That is our promise to you!



## 7. Are They Customer Service Trained?

For some people, going to the dentist can be stressful. To avoid feeling anxious during your dental appointment, consider whether your potential dental office goes the extra step to provide exceptional customer service. Does the front desk staff smile and greet you when you walk through the door? Do they make you feel cared about? Does the dental office take any additional steps or offer any other services to improve your overall experience?

At Ballwin Dental Care, we believe what really sets us apart is our exceptional customer service. You'll feel at ease the moment you walk through our door and will be greeted by our cheerful team. Our staff receives ongoing in-house training to enhance our customer experience and undergo Ritz Carlton training. Team members attend ADA-required seminars in addition to classes at The Scheduling Institute to learn the best practices for patient service. We are also CPR certified. We do everything to ensure that Ballwin Dental Care is right for you, that you always receive the highest quality service possible, and always feel appreciated and valued.





## 8. Do They Use Advanced Technology?

Technology plays an important role in dental health care and is essential for diagnostics, efficient treatment, number of visits, comfort, and accuracy. Incredible advancements have been made in the last 20 years, which is why it's important to find out whether your potential dentist uses the latest technology for their patients' benefit.

Ballwin Dental Care is pleased to offer the most innovative treatments and the most advanced technologies. These include a water purification system, which distills and purifies water used during treatment, digital radiography, and intraoral cameras that create high-resolution images for better examinations and care. For anxious, fearful patients, we offer nitrous oxide, AKA laughing gas, a form of conscious sedation dentistry. We also offer The Wand® anesthetic delivery system, which allows us to inject local anesthetics with virtually no pain and with more precise control of the anesthesia flow rate, so patients feel comfortable before, during, and after treatments.



## 9. Do They Make You Comfortable?

You have many options when it comes to dentists so when choosing one, do some research on your potential providers and their team. Learn as much as you can about their mission and priorities. How long have they been practicing? Do they address patients' concerns? Do they care about their patients' comfort?

At Ballwin Dental Care, it is our mission to provide you with the best dental care anywhere and to become your dentists for life. We never forget how it feels to be a patient, so we strive to make you as comfortable as possible during each and every visit. We are genuinely concerned about the comfort and dental health of our patients – and always have been since we opened our doors in 1974. To date, we've transformed over 30,000 smiles in West St. Louis County and beyond. Our patients enjoy their experience with us and our warm, friendly team is always ready to answer your dental questions and concerns.





## 10. Are They Award-Winning?

Ask if your potential dental office has won any awards since these can be an easy way to identify a dentist's reputation among his or her patients, colleagues, and community. Awards may be won for a variety of reasons, ranging from an office's outstanding customer service to a doctor's extensive experience and skill in the field of dentistry.

At Ballwin Dental Care, our top-notch dentists and highly-trained team provide exceptional care to our patients, and we aren't the only ones who think so! Year after year, Ballwin Dental Care has been listed among the "Top Docs" by St. Louis Magazine. For the past ten consecutive years, we've been winners of "The Talk Awards," a customer service award, which honors Excellence in Patient Satisfaction in the state of Missouri. We're also proud of our 5-Star Yelp rating and our 4.9 Google rating.



## Bonus: Do They Have Flexible Payment Options?

This report was only supposed to include 10 crucial questions to consider when looking for a dental care provider, but affordability is so important that we've included this section as a bonus. Whether or not you have insurance, it's important to understand what kind of payment options your potential dental health care provider offers before you make a decision.

We believe your dental health comes first at Ballwin Dental Care. We strive to keep our costs fair and provide all our patients with affordable payment options, including personalized payment plans through CareCredit that can be customized to your treatment and needs. We offer a 10% discount for cash or check payments and a 10% discount for paid-in-full payments. We also accept most insurance plans.

Your health should never be put on hold because of the cost of treatment, so when you walk through the doors of our dental office, you can feel confident that our primary concern is to ensure you receive the best dental care available when you need it, without having to worry about the cost.





## Closing Letter from the Doctors of Ballwin Dental Care

Dear Friend,

We hope this report has helped you learn more about what you can expect from your dental treatment, as well as what you should expect from your provider. Don't be afraid to ask about each item we included on this list. If you have already signed up for treatment with a provider, feel free to call the office and ask a few follow-up questions. Remember, this is your smile we're talking about here – you deserve to feel confident and comfortable for the entirety of your treatment!

While our primary goal was simply to educate you and facilitate your search for a dental care provider for you or your family, we hope you've also learned a bit about Ballwin Dental Care and why we're so passionate about what we do. Yes, we love creating beautiful smiles, but more than that, we love nurturing great relationships with our patients and helping them be happier and healthier overall. It may sound like we expect a lot from our fellow dentists, and that's true, but only because we expect so much from ourselves. You're putting your trust in us, and that's not something we take lightly.

To learn more about Ballwin Dental Care, simply call **636-442-0514** and don't forget about your **New Patient Appointment!** A comprehensive exam may be the only thing standing between you and the smile you've always wanted.

To Your Healthiest Smile,

*Dr. Kimberly Simonds*

*Dr. Rachel Ragdale*

*Dr. John McCarthy*



P.S. When you are ready, we invite you to schedule your **New Patient Appointment** by calling **636-442-0514**, which includes a comprehensive exam, cavity-detecting digital x-rays (up to 4), a professional cleaning, and an oral cancer screening - a \$307 value for only \$89! Or \$100 OFF for patients with insurance. *Subject to insurance. Not valid for patients with gum disease. Not valid with any other offers.*

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