

## Q & A

1. I have insurance given to me from my work. How do I know I am covered?

Simply by send in an estimate (predetermination) to your insurance company for the initial visits that outlines the treatment that you need coverage for (broken tooth, tooth ache, cleaning, complete examination, extraction etc.)

2. How much is teeth cleaning?

It depends on how much of time it takes to clean your teeth. Do you wear any dentures? Do you have some missing teeth? When was your last cleaning? How long did your previous dental cleaning take? The answers to these questions will clue you in as to how long it would the procedure would take. If it has been a while, we may suggest getting the complete examination with X-rays assessment first with a dentist.

3. I have a regular dentist and I would like to switch. What are the steps?

You would need to sign a Patients information transfer sheet and provide your previous dentist information such as the name and phone number. Depending on your dental condition and how long ago they were done, we may get your dental x-rays and other treatment information from your previous dentist.

4. Can I meet staff only or visit the facility without making an appointment?

Yes, most definitely. We appreciate meeting you and your family and giving you a tour of our facility. We realize that you want to build a good ongoing relationship with your dental team. So we understand your intention of meeting the staff (dentists and hygienists) to see if we meet your standards and expectations.

5. How many dentists and hygienists in your clinic and who are they?

Dr. J. Chang is our clinical director and he is a solo practitioner in this clinic. We have two hygienists Mira and Joey. They went through an intense selection process before being chosen to work with us by Dr. Chang and they are very friendly and clinically proficient. They are both members of the Canadian Dental Hygienist Association and licensed by the Ontario Dental Hygienists Association. They try to listen to your preference and needs. At the same time, they will frequently ask how you feel about their cleaning as they do appreciate real-time feedback and recognize that every patient has their own preference. We do respect individual preferences and tolerance levels when it comes down to how people feel when they are in the dental chair.

## Office Hours\*

Mon-Thurs: 10:00 AM – 7:00 PM

Friday: 10:00 AM – 3:00 PM

Saturday: 10:00 AM – 2:00 PM

\* Clinical Staff hours may vary.



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Dr. J. W. Chang B.Sc., D.D.S., M.Sc

## Who We Are

West Etobicoke Dental Centre provides dental care for people in the community with a caring mind- that applies to every facet of taking care of oral health from the administrative aspects of dental care to the actual clinical aspects of dentistry. The administrative staff includes Diana, Julie. Our Clinical staff includes Mira and Joey (Dental Hygienists), Montana (Certified Dental Assistant) and Dr. Jae W. Chang.

The clinical director, Dr. Jae W. Chang has practiced General Dentistry for the last 17 years in the Etobicoke and Hamilton regions, ever since his graduation from the University of Western Ontario in 2000. Later in 2015, he pursued the M.Sc degree Oral Implantology at one of the most prestigious universities in Germany, J.W. Goethe University in Frankfurt. His master thesis was selected to be presented in a Congress in Oral Implantology in Germany and ITI (International Team of Implantology, Switzerland) North America Congress in Chicago, U.S.

To list a few of his other professional career achievements, Dr. Chang had served as a dentist in the polyclinics at the Olympics and Paralympics in

Vancouver 2010 and Pan Am and Para Pan Am Games in Toronto in 2015. He also holds a part-time teaching staff position in the Department of Oral Radiology, University of Toronto, as well as a faculty member position at the Live Implant Training Programs in Miami (FL), Mexico, Dominican Republic and Nicaragua. His professional affiliations include Royal College of Dental Surgeons, Ontario Dental Association, Canadian Dental Association, International Team Implantology (Switzerland), International Congress of Oral Implantologists (Fellowship), American Academy of Implants Prosthetics and the Academy of General Dentistry.

His clinical approach combines the latest in today's dental technology with conventional, conservative and cautiously vigilant treatment planning. Dr. Chang practices with a genuine patient-oriented mind set with an emphasis on clear communication and education, presenting treatment options based on Benefits, Risks and Alternatives so that every patient can make an informed decision about going forward to enhance their oral health.

## What We Do

Our scope of dental practice is general dentistry, which includes dental cleaning/polishing, fillings (restoration)/crowns & bridges / veneers, whitening, root canal treatment / bridges to more complex oral surgeries such as wisdom teeth extraction and dental implant treatments. Dental implants can be accomplished from start to finish including procedures such as bone graft / sinus elevation and full-arch rehabilitation. However, in any dental disciplines, if we see that a patient will benefit from being referred out to a specialist for a reason, we will coordinate the

referral. Currently, we are in a process of acquiring the permit registration for Sleep Dentistry (Sedation Dentistry) to make dental care more accessible for the dental-phobic patients.

From helping you to understand an informed-consent form to helping you experience dental treatments with comfort to helping you sort out financial matters with or without insurance, we are here for you! It is very important to discuss with a dentist about a dental procedure that you will receive and it is also very important the financial matter is crystal-clear as well.

## Financial Policy

There are numerous insurance companies and various types of coverages. The best way is to find out to what extent you are covered for any procedure is to simply send an estimate of those treatments that you have discussed with your dentists/hygienist to your insurance company. You can even discuss this with us by phone before you come in for your first visit.

Yes, we understand it is bothersome to look into estimates and that figuring out what is covered and what is not covered can be complex. That is where we can assist you even in sending an initial estimate. We equally do not like any surprises for fees not covered by the insurance. So, we strongly suggest sending an estimate (Predetermination), especially your first visit and all the recommended treatments forth coming.

However, due to government regulations regarding privacy with regards to health information, the majority insurance companies will NOT give all the information to us unless you talk to them directly. Therefore, ultimately it is you, as a policy holder that has to get involved with the request for your own dental coverages.

Please, provide your insurance company name, your employer's name, Policy/Plan number and Certificate/ID number along with D.O.B of the insurance holder in order to send an estimate.

**You must be responsible for Co-Payments, Annual Deductibles, Fee Guide Differences and Treatments that are not within the scope of your coverages.**

## Scheduling Policy

The administration hours differ from the clinical hours. Once we make an appointment, we will give a confirmation call or text/email as per your preference and a reminder for the appointment one or two days before. Please let us know your preferred methods. Also, we respect your privacy and busy life. Please let us know if you do not want the confirmation or reminders to avoid unwanted contacts.

We reserve a spot in a treatment room and prepare materials for you. Anyone who has two consecutive No-Shows will be dismissed. Of course, you are more than welcome to change your appointments as many times as you wish as long as you give us a minimum of 48 hours-notice.