

OFFICE HOURS & APPOINTMENTS

We are open Monday through Thursday by appointment. With the exception of major holidays, our hours are as follows:

MONDAY 9:00am - 6:00pm

TUESDAY 8:00am - 5:00pm

WEDNESDAY 8:00am - 5:00pm

THURSDAY 7:00am - 2:00pm

RESCHEDULING OF APPOINTMENTS

Our time is very valuable, therefore if you cannot keep an appointment please notify us immediately. We ask that you kindly give us at least **24 hours or greater notice**. This courtesy makes it possible to give your appointment time to another patient who needs to see the doctor or hygienist.

NO SHOW FEE

Any appointment that is a no show or cancelled with less than a 24 hours notice will be subject to a fee. This fee will be directly billed to the person responsible for the account.

MISSION STATEMENT

We take great pride in providing the best clinical dentistry possible by utilizing the most current and up to date materials and techniques available.

We strive to serve our patients in a courteous and kind matter and try to accomodate them with quality service in a comfortable and pleasant environment.

GENERAL DENTISTRY AT ITS BEST.

GULL ROAD DENTISTRY

Robert C. Gano, D.D.S., P.C.

5462 Gull Road, Suite 7
Kalamazoo, MI 49048

269.373.1999

office@gullroaddentistry.com



WELCOME

FROM DR. ROBERT GANO & HIS TEAM
AT GULL ROAD DENTISTRY.

We are a people-oriented privately owned family dental practice in Kalamazoo. Our goal at Gull Road Dentistry is to provide you with the highest level of dental care in a relaxed atmosphere.

We know that a healthy smile is important to you. Your smile is the first thing people see and you want to make a good impression. We also understand that your dental health plays an important role in your overall health. At Gull Road Dentistry, we work with our patients to come up with the best plan to meet their dental health needs and to help them have a great looking smile that they are proud to share.

You can feel confident in your decision to trust Dr. Gano and his team to be your dentist. Dr. Gano uses state-of-the-art technology, the best materials and proven techniques to give his patients the best care possible. It is also our goal to be as courteous, kind and professional with all patients to ensure a good experience and comfortable environment.

At Gull Road Dentistry, you can count on:

Personalized service
Fair pricing
Friendly, experienced staff
Flexible scheduling hours

EMERGENCY CARE VISITS

We understand that it is necessary to handle emergencies even at times when we are fully scheduled, therefore, your emergency appointment is made for an approximate time only. We realize that you can have an emergency situation arise and we will do our best to respond to your problem promptly. If you have such a problem, please call us as early in the day as possible. If a dental emergency occurs on a weekend or holiday our answering service will direct you to the doctor on call at that time.

CONTINUOUS CARE VISITS

We hope you share in our belief that regular preventative dental care is a sound investment. While the responsibility for returning for this visit rests primarily with you, we will send you a written reminder of your scheduled appointment. (Please update our office of any changes in address, phone number, medical history, marital status, employment or insurance changes.)

CHILDREN'S APPOINTMENTS

With the exception of special circumstances, we ask that parents remain in the waiting room during their child's appointment. Children almost invariably are more compliant and relate better to the dentist and hygienist in absence of their parents. The parents presence in the treatment room also tends to undermine the authority of the dental provider.

DENTAL X-RAYS & YOUR HEALTH

Dental X-rays are one of the most important aids at our disposal to check for hidden problems that can affect your health. It is for this reason that our office suggest x-ray examination annually. This will reveal problems that visual exams cannot, such as (1) early cavities between the teeth or under the gumline, (2) damage to the bone supporting the teeth by periodontal (gum) disease, (3) delays in tooth eruption or jaw growth, (4) impacted or abscessed teeth and (5) bone diseases and tumors. It is impossible for us to diagnose these problems without current and accurate x-rays.

FEES & PAYMENTS

We are very proud of our fees. They are based on our level of expertise and experience, as well as the top quality of our workmanship and material that we use. We make every effort to keep costs down. **PAYMENT IS EXPECTED WHEN SERVICES ARE RENDERED.**

INSURANCE

Please remember that no insurance company attempts to cover all dental costs. It is your responsibility to pay any deductible, co-insurance, or any other balance not paid by your insurance. Remember insurance is not a guarantee of payment and coverage must be active at time of service. We will do our best to verify your insurance based on the information you provide. Ultimately this is your responsibility.