



Northern Valley Indian Health

Your Health. Our Mission.

Dear Patient:

WELCOME! Thank you for choosing Northern Valley Indian Health, Inc. for your oral health care needs. Our team is dedicated to providing you with the personalized, gentle care that you deserve. This letter answers some of the most commonly asked questions by new patients. We hope you find this information useful.

Will I get a reminder of my appointment?

We use an automatic calling system for appointment reminders. The automatic system will call you two days in advance of your appointment or send a text message to your cell phone one day prior.

Can I stop the appointment reminders?

Patients are automatically signed up for both of these reminders during new patient registration. However, you may choose to stop either one or both reminders. This change can be completed by speaking with our reception staff.

What if I can't make it to my appointment?

We understand that situations may come up in today's busy world that are beyond your control. If you need to reschedule or cancel your scheduled appointment, it is our policy that we receive notification by 12:00pm one business day prior to your appointment. This notice allows us to operate efficiently and use the time that was reserved for you to help other patients in need. Notifications received after 12:00pm will be considered a no-show.

What if I miss my appointment?

Missed appointments or appointments that are canceled on the same day of the appointment are documented as a "no-show." Future "no-shows" may put you in risk of being dismissed altogether.

When should I arrive to my appointment?

We ask that you arrive 30 minutes prior to your new patient appointment with all paperwork completed. This allows us sufficient time for the new patient registration process.

What if I can't arrive 30 minutes prior to my appointment?

If you are unable to arrive 30 minutes prior to your new patient appointment, please give us a call.

Please note: if enough time is not given due to a non-early arrival, the appointment may need to be rescheduled to another date and time.



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What should I bring to my appointment?

Please bring the following to your appointment:

- Completed Paperwork
- Completed Health History Forms (list of current medications and doses)
- Dental Insurance Card and I.D. Card (required)
- Doctor Release, if needed (ex. Recent surgery or replacement surgery)

Will I need to pay for services at the appointment?

Fees for services are due at the time of service. We will bill your dental insurance company as a courtesy to you, however, any portion not paid by your insurance company is your responsibility at the time of service. If your insurance company reimburses you directly, you will be requested to pay at the time of service.

Do you offer discounts for uninsured patients?

If you are a self-pay patient, please inquire options for Sliding Fee Scale discounts and/or Care Credit services from the receptionist.

Minor Patients: A parent/legal guardian needs to accompany minor patients.

Thank you for choosing Northern Valley Indian Health, Inc.
your dental health needs. It is a great pleasure to welcome you!