



DENTAL & VISION Associates

FREQUENTLY ASKED QUESTIONS (FAQS)

Below is a list of commonly asked questions we receive from patients regarding their dental or vision care.

DENTAL

Do you take my dental insurance?

We accept most major insurance plans. Contact our office to find out if we are participating with your insurance carrier.

How often do I need to visit the dentist?

We recommend you visit your dentist for a cleaning and exam twice a year, or once every six months. There are exceptions. If you have gum disease, your dentist may recommend more frequent visits.

Are dental x-rays safe?

X-rays help dentists detect damage and disease that is not visible during an exam. X-rays are safe; however, they do involve very low levels of radiation exposure, which makes the risk of potentially harmful effects very small. X-ray machines and tools are designed to limit the body's exposure to radiation.

What should I do if I require pre-medication?

Please be sure to request a prescription prior to your appointment, or if you are unsure, contact us and we can help.

What should I bring to my first appointment?

Please bring the following items with you to your appointment: HIPAA medical form, insurance card, photo id (driver's license, etc), and a list of the current medications you are taking.

Can I bring my kids to your office since I am a patient?

In order to prevent dental problems, your child should see a pediatric dentist between 6-9 months for an examination, or no later their first birthday. At Dental and Vision Associates, we treat patients starting at 1 years old.

Can I see a dentist while I am pregnant?

Cleanings and exams during pregnancy are safe. The rise in hormone levels during pregnancy causes the gums to swell, bleed, and trap food causing gum irritation. If you have a dental problem while pregnant, you and your dentist will discuss a safe treatment plan.

Do you offer Cosmetic Whitening/Bleaching?

We offer two options for whitening your teeth. The Zoom Laser Whitening treatment applies hydrogen peroxide whitening gel with the Zoom light to penetrate the teeth and break up the stains. The gel remains in place for 15 minutes, 3 consecutive times, for a total of 45 minutes while the light is initiated. During this time, you will be relaxing in our comfortable dental chairs. We also offer a convenient take-home bleaching kit with custom trays. The bleach is placed in the tray and worn for 30-60 minutes a day until the desired whiteness is achieved. The custom trays can be used for years, reapplying as needed to sustain the desired shade of your teeth.

I got my tooth pulled/extracted a few days ago and I have a lot of pain. Is this normal?

Several complications might occur after oral surgery that includes infection, nerve damage, stiffness and dry socket. Most commonly is the risk of dry socket when the blood clot breaks down exposing the bone and nerves, which causes the pain. Contact your dentist immediately if you are experiencing pain or any of the above mentioned symptoms.

VISION

Do you take my vision insurance? Does it cover for glasses or contacts?

We accept most major insurance plans. Some plans offer an allowance on vision hardware for frames or contacts. Contact our office to find out if we are participating with your insurance carrier.

How often do I need to visit the eye doctor?

We recommend a routine eye exam every 12 months.

How long is my prescription good for? Can I get a copy of it?

Spectacle and contact examination prescriptions are valid for 12 months, or up to one year from the date of service. Past one year they are considered expired and not valid therefore cannot be used to fill a contact lens order or a pair of new glasses. A copy of your prescription can be provided upon request.

Can I use my own frame?

In most instances we can use an outside frame but we will have to evaluate the frame model/style to ensure the lens we place are a good fit. You will also need to sign a frame waiver.

I have an outside prescription from another eye doctor but I want to purchase a frame at your office. Is this possible?

Yes, we will honor all outside valid prescriptions taken within the year.

Are contact lenses safe?

When cared for appropriately, contact lenses are safe. Contact lenses are considered medical devices for vision correction, and failure to improperly wear, clean, and store them can increase the risk of eye infections, such as microbial keratitis. It is essential to practice healthy habits when wearing contacts.

What is the difference between a bifocal and progressive lens?

Bifocals have their distance and reading powers clearly separated by a visible line whereas a progressive lens offers a seamless transition. Progressives are sometimes referred as a "no-line" bifocal.

What should I expect at my first eye exam visit?

Our optometrist will test your vision, check your eye health and look for any signs of eye conditions and diseases such as glaucoma and cataracts. The optometrist will review your prescription and findings with you and then make recommendations. If you need further medical treatment for an eye condition, our optometrists will refer you to a specialized doctor.

Do you repair glasses?

We offer minor repairs and replacement of screws or nose pads if you purchased a pair of frames from our office at no cost. Frames not purchased at our location will be evaluated if slight repairs can be made and for a small charge. Please note you are liable for any damage done to your outside frame during repairs.