

## Frequently Asked Questions

*Will you see my child on a regular basis?*

Yes, regular check-ups will be set up for every 6 months.

*I have other dental insurance, can I make an appointment?*

We don't bill private insurance companies. Please make an appointment with a local, private, dentist. Most dental practices accept private dental insurance.

*Can I schedule all my children on one day?*

Our experience tells us that children have a hard time waiting for all their brothers and sisters to finish their appointments. We prefer not to schedule the entire family on one day.

*Do you provide dental service to adults?*

No, our focus is on children to age 20. Our clinic set-up is for children only.



Appalachian District  
Health Department

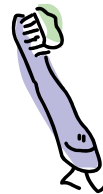
## Dental Services for Children



Our Partners:

Kate B. Reynolds Foundation  
Ashe Partnership for Children  
Alleghany Partnership for Children  
Watauga Children's Council

THE HEALTHY CAROLINIANS OF  
ALLEGHANY, ASHE AND WATAUGA  
COUNTY'S



Located in the Health Department's of  
Alleghany, Ashe and Watauga Counties

Toll Free Phone: **1-866-257-5542**  
Fax: 828-264-4997

Clinic Locations:

**Watauga Health Department**  
126 Poplar Grove Connector, Boone, NC  
28607

**Ashe Health Department**  
413 McConnell Street, Jefferson, NC 28640

**Alleghany Health Department**  
157 Health Services Road, Sparta, NC 28675

**Tel: 1-866-257-5542**

A Free Call To Us From Anywhere!

**Call: 1-866-257-5542 for an appointment or if you have questions. We can help you.**

## What can I expect?

The Health Department built new, full-service, dental clinics in Alleghany, Ashe and Watauga Counties in order to serve the children of low income families.

- We provide dental services for children up to 20 years of age.
- We fill cavities, take x-rays, clean teeth, and operate the same way as any other full-service dental office.
- Bring your Medicaid/Health Choice insurance information with you on every visit.



## Payment Options

Medicaid / Health Choice is our primary method of payment. We also work with sliding fee's and low income levels. We want to be sure that your child receives necessary dental treatment for a healthy smile!

## Your appointment

- Arrive early, the dental staff will ask the parent or guardian questions about allergies, medications and other medical information we need to treat your child.
- Children must be supervised with a parent or responsible adult.
- We do not restrain children in the dental chair. We encourage parents to stay chairside with us while we work on his/her child's teeth. If the child is uncooperative, we cannot provide service and a referral will be made to a specialist.
- We take only the x-ray's your child needs. The Watauga clinic uses a special x-ray machine called a Panorex that revolves around him or her. Not all children need this type of x-ray.
- We will perform a full, complete dental exam, professionally clean your child's teeth, and discuss together what is the best course of action on the treatment visit.
- We demonstrate the proper way to brush and floss teeth and answer any questions.



## Your Treatment visit

- For safety reasons, it is important that the child cooperate and *remain as still as possible* during the dental treatment procedure.
- We try very hard to stay on schedule. If you are going to be late, please call us.



**BRUSHING AND FLOSSING YOUR TEETH WILL PREVENT TOOTH DECAY. BRUSH YOUR TEETH IN THE MORNING AND BEFORE GOING TO BED. IF YOU CAN, BRUSH AFTER MEALS TOO!**

## If you need to change or cancel your appointment

- Call us as early as possible. You can leave a message at any time, day or night. Our phone number is: **1-866-257-5542**.
- If you can't find our toll-free number, call the Health Department.
- If your appointment is on a Monday, and you can't make that appointment, please call us by noon, the Friday before.
- We respect your schedule and we will try to find another appointment time that is convenient for you and your family.
- If you can't make your appointment, or if you are late, call us!