

NORTHVILLE FAMILY DENTISTRY END OF SUMMER UPDATE 2024

Dear Friends,

I hope you and your families enjoy these few remaining weeks of our all too brief Michigan summer. Please note the following updates to our current office protocols.

TECHNOLOGY: IT'S COMPLICATED

Our state-of-the-art crown mill requires currently unavailable service due to a scarcity of qualified techs for this rare piece of equipment. What does it mean for us? ***For the immediate future, we cannot deliver same day crowns.*** There's **no need** to reschedule any existing appointments unless you absolutely must have your crown delivered same day.

I'm in the process of purchasing a new mill with a more reliable operating history recommended by our local technicians and support staff. Please be patient as these complex machines take weeks to ship, time to download software, etc. Our entire office welcomes the benefits of same day service and we will work hard to get it up to speed as soon as possible.

NEW HOURS TUESDAYS AND WEDNESDAYS

Please make note I switched our Tuesday and Wednesday start times. We now begin treating patients at **8 am on Tuesdays and 7 am on Wednesdays**. All existing appointments reflect this change.

DR A ADDS A DAY

Many of you have met Dr. Alshatri delivering care on Fridays. To better handle emergencies, she agreed to join us on Tuesdays as well beginning September 17th.

PARKING LOT IMPROVEMENTS

After re-sealing the parking lot at the start of summer, in September our ADA handrail (which seems to attract car contact) and several concrete parking bollards will be installed to create the safest possible environment for patients entering the building. **Please make note of the bollards when maneuvering through our lot. Also, concrete wheel stops will be installed between our parking lot and the adjacent Medical Office lot. THERE WILL NO LONGER BE THROUGH ACCESS BETWEEN THE TWO PARKING LOTS, PLEASE MAKE NOTE OF THIS!**

IMPORTANT REMINDERS FROM OUR LAST NEWSLETTER

Per the American Dental Association “. . . **thyroid collars are no longer recommended for any imaging modality.**”

NFD does *not* use a lead shield during any of our standard radiography techniques **UNLESS** you prefer to use one.

******IMPORTANT**** HOW TO CONTACT THE OFFICE:**

Our phone systems and Administrative Team become overwhelmed w/ calls, making it impossible to schedule patients physically within the office. As a reminder, **please use our texting system (248.349.4111) for all communication with the office.** If you absolutely cannot text, our phone lines will be open during these times:

Mondays and Thursdays: From 10 am-noon, and 6-7 pm

Wednesdays: From 7 am-9am, and 1-2pm

Tuesdays and Fridays: From 8-10 am and 1-2pm

Please understand our admin team must triage serious infections and patients' truly suffering. Every patient is important, but not every tooth concern classifies as an emergency. Please exercise patience when contacting us, we want to help everyone.

As always, thank you all for your patronage and support of the NFD team. Enjoy these last warm weeks and keep flossing.

--Dr. Talcott and Team NFD