



Dear Friends,

As our two-year anniversary approaches at Northville Family Dentistry, I want to thank you for making us your primary dental care provider. We are growing tremendously, but we will continue to deliver the highest quality dentistry in a warm and family friendly environment.

As our practice expands, scheduling each patient properly and in a timely manner becomes more challenging. We are encountering an **alarming** number of short notice cancellations or patient no-show appointments, especially with cleaning appointments. When an appointment is cancelled with little or no opportunity to fill it, my staff sits idle, my time is wasted, overhead costs increase, and other patients desperately in need of treatment are waiting needlessly. Every time you make an appointment, we reserve that time specifically for you. We do not double book patients and we make every effort to avoid the long waits you often encounter at other doctor's offices. We provide appointment reminder texts, email, and/or phone calls as a courtesy to you. If you need to reschedule an appointment we expect at least 48-hour notice. **Beginning May 1, if an appointment is cancelled with less than 48-hour notice or a no show occurs we reserve the right to apply a \$35 missed appointment fee.**

Starting May 1, 2013 our office hours will be changing to the following:

Monday-	Open from 11 am to 8 pm
Tuesday-	Open from 7 am to 1 pm
Wednesday-	Closed
Thursday-	Open from 11 am to 8 pm
Friday-	Open from 8 am to 2 pm
Select Saturdays-	Open from 8 am-1 pm

Keeping abreast of the latest advancements in dental technology, I have purchased a CAD/CAM scanner, computer, and mill that fabricates crowns *within* our office. For specific cases, I can custom create your restoration in house. The E4D represents next generation science and will greatly improve our ability to serve you.

Last but not least, our office and myself were recently recognized by HOUR magazine as one of Detroit's "Top Dentists" in the General Dentistry category for 2013. Dental specialists and my peer dentists in the metro Detroit area vote on the award. We gratefully acknowledge the positive feedback you have expressed to our specialists to make this award possible for the second consecutive year. Thank you.

Once again, thank you for your patronage. We look forward to seeing you.