

*The Oregon Center
of Cosmetic & Family Dentistry
L. Emery Karst, D.D.S., P.C.,
The Office Philosophy & Mission Statement*

We promise to provide our patients with the highest quality product and most gentle service available today in the field of family and cosmetic dentistry. In addition, we pledge to do our utmost to live up to the points listed below:

- ◇ **We will take time to listen.** No matter how busy we may be, we will listen attentively to our patients, not only because we know they may be apprehensive or fearful, but also because we will serve them better if we really **hear** what they are saying.
- ◇ **We will serve each person courteously** and provide the dental experience we would give a close friend or family member.
- ◇ **We will pamper our patients with our Five Star Service.** We will provide (upon your request) **blankets, sunglasses, stereo headphones, nitrous oxide**, and end-of-treatment steaming-hot **scented face towels** to assure patients of the most comfortable experience available anywhere
- ◇ **We will attempt to stay on time.** Recognizing the value of time, we will attempt to get each on-time patient into the treatment room without any significant wait in our reception area. When this cannot be achieved, we advise the patient of the emergency and give options.
- ◇ **We will be progressive.** We are committed to staying in the forefront of all tested technology and techniques that make a dental procedure more successful and comfortable. And speaking as Dr. Karst's team, we are proud they are two of the most artistically and technically gifted dentists with whom we have had the privilege of working.
- ◇ **We will be patient centered.** Our music, decor, equipment—indeed, every aspect of our office—is in place for the maximum comfort and reassurance of our patients.
- ◇ **We will call.** We will make every effort to provide follow-up care with phone calls by the doctor, hygienist, assistant or front office staff after each patient's major dental procedures.
- ◇ **We will provide emergency coverage at all times.** If we are not in the office answering the phone, we will advise via our voicemail of the emergency numbers to call.
- ◇ **We will provide continuing education and training for all staff members.** We want our dental service to be exceptional for maximum patient comfort and satisfaction. We feel our combination of experience and up-to-date training is outstanding.