

Dear Patient,

Thank you for scheduling an appointment in the UNC Hospitals Dental Clinic. Our goal is to deliver safe, high quality care and to make your experience as pleasant as possible.

We ask that you arrive **30** minutes ahead of your scheduled appointment to allow adequate time for registration and check-in paperwork. Please plan to set aside an additional **15** minutes for parking.

Our clinic provides hospital-based general dental care, but does not have resources to provide dental implants, orthodontics, and certain other specialty dental procedures. We do not provide IV sedation at this clinic.

**For this initial visit please bring the following:**

- Dental and Medical insurance cards
- A list of medications (including dose)
- Cash, a check, or a credit card to cover any estimated amount(s) due
- Completed medical history form included in this packet

**Things to expect at your first visit:**

- First appointments are **only** for evaluation and will last approximately an hour
  - Procedures will not be provided unless special arrangements have been made with your doctor in advance. Patients will **not** be taken to the operating room (OR) during this initial visit.
- You will meet and be examined by one of our resident doctors or faculty
- We will take appropriate radiographs as we will not be able to complete your examination and treatment recommendations without adequate diagnostic radiographs
  - Most insurance companies will not pay for radiographs to be re-taken in certain short time intervals. You are responsible for getting copies of your radiographs before your initial appointment or you may choose to pay for new radiographs outside your insurance benefits.
  - If you have radiographs that have been recently taken by another dentist, please have your dentist email them to the clinic's email address: [unchdent@unch.unc.edu](mailto:unchdent@unch.unc.edu).
- We expect payment or payment arrangements to be finalized at the time of service

**Enclosed in this packet you will find:**

- Frequently asked questions and possible costs
- Driving and parking directions to your appointment location

If you have any questions or you need to reschedule your visit please call 984-974-1485.

Thank you for choosing UNC Health Care.

Sincerely,

The UNC Hospitals Dental Clinic Team

***Where is the UNC Hospitals Dental Clinic?***

We are located on the Ground floor of the Memorial Hospital at UNC Hospitals, 101 Manning Drive, Chapel Hill, NC, 27514. A map with driving directions is enclosed in this packet.

***Location within UNC Hospitals***

UNC Hospitals includes several hospitals that are connected to one another. When facing UNC Hospitals, Memorial Hospital is the hospital farthest to the left. After you park, enter Memorial Hospital – you will enter at the Ground Floor level. Walk to the left and around the information desk then go through the double doors and pass the escalators. Turn right at the immediate next right. The Dental Clinic will be straight ahead down the hallway. If you reach the elevators you have gone too far.

***Where can I park?***

Patients and visitors may park in the Dogwood (Visitor) Parking Deck at a cost of \$1.50 per hour, to a maximum of \$8 for a full day. Valet Parking is also available to all patients and visitors at the small parking building located directly in front of the main hospital (Memorial). The cost for valet parking is \$10 per visit. Payment can be made by cash, credit or debit card. The Dental Clinic does not validate parking fees. Plan to leave 15 minutes for parking.

Disability parking is available for up to four hours in any of the disabled parking spaces located across from the N.C. Memorial Hospital entrance. Additional disabled parking spaces are located in the Dogwood Parking Deck, where shuttles service these spaces. If you need assistance from the parking deck, please contact the attendant via the deck's call box phones.

***How much will this cost?***

We expect payment or payment arrangements to be finalized at the time of service. The specific amount of these costs will vary depending on your insurance plan and the type of procedure. Generally, there is an expected co-pay and/or deductible requirement for dental care. Please check with your dental insurance carrier prior to your appointment regarding your out-of-pocket expenses for your procedure. We accept cash/major credit cards and most private dental insurance plans and NC Medicaid.

The cost of the initial consultative examination and radiographs are around \$277. If you have any questions regarding payment, our financial assistance counselor can discuss options and a potential payment plan.

***No-Show and Late Cancellation Policy***

Because of the tremendous need for our services we have a policy of 24-hour notice for cancellations and a limit of three (3) failed or late cancellations for appointments.

***Scheduled procedures or operations***

Following your evaluation we will review a plan of care with you. Depending on your condition, needed procedures may be conducted in our procedure suite or in the operating room. There will be at least two pre-operative visits prior to a scheduled operation in the operating room.

**Directions to UNC Hospitals:**

Call the UNC Driving Directions Center at 919-966-3464 for recorded directions in English and Spanish

For more information on directions, parking and traffic pattern changes, visit us at

<http://www.unchealthcare.org/site/aboutus/howtofindus>

**From the North (e.g., Hillsborough, NC)**

- Take NC 86 South (which becomes Martin Luther King Boulevard-formerly Airport Road) to downtown Chapel Hill.
- Turn right onto Cameron Avenue (2nd light after Franklin Street) then make an immediate left onto Pittsboro Street.
- Bear left when the road splits. Go straight across South Columbia Street and you will be on Manning Drive near UNC Hospitals.
- Patient and visitor parking for the Hospitals and is available in the Dogwood Decks. The Dogwood deck is three tenths of a mile on the right.
- Directions from the Dogwood deck to the UNC Hospitals Dental Clinic are enclosed.

**From the South (e.g., Sanford, NC)**

- Take US 15-501 North to Chapel Hill. US 15-501 becomes South Columbia Street at the NC 54 intersection.
- From South Columbia Street, turn right on Manning Drive.
- Patient and visitor parking for the Hospitals is available in the Dogwood Deck. The Dogwood deck is three tenths of a mile on the right.
- Directions from the Dogwood deck to UNC Hospitals Dental Clinic are enclosed.

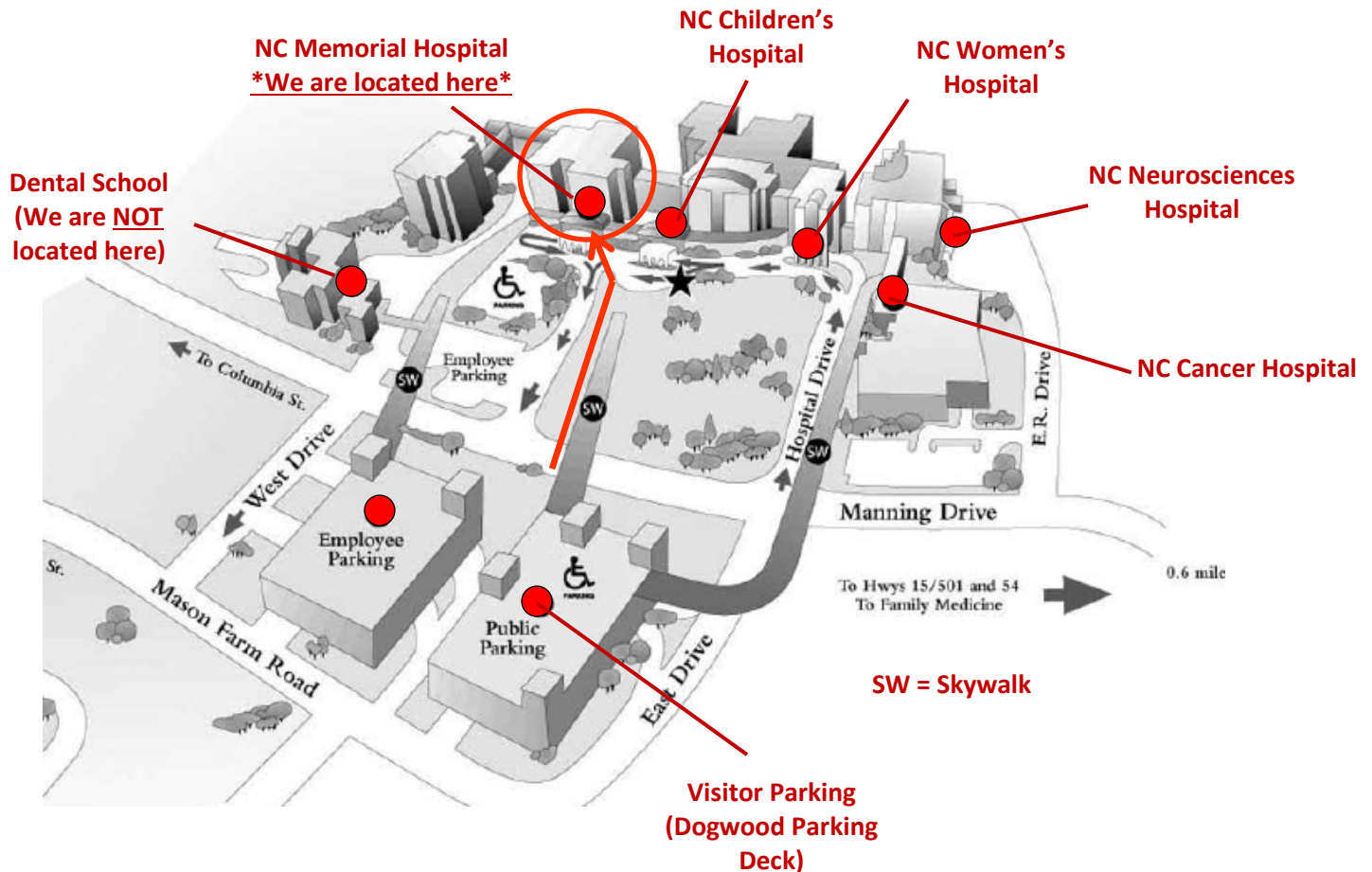
**From the East (e.g., Raleigh, NC)**

- Take 1-40 West to exit #273A.
- Take NC 54 West to Chapel Hill.
- Take US 15-501 South to Manning Drive.
- Turn right onto Manning Drive.
- Patient and visitor parking for the Hospitals is available in the Dogwood Deck. The Dogwood Deck is nine tenths of a mile from US 15-501 on the left.
- Directions from the Dogwood deck to UNC Hospitals Dental Clinic are enclosed.

**From the West (e.g., Burlington, NC)**

- Take NC 54 East to Chapel Hill.
- Exit at Columbia Street/US 15-501 and turn left onto South Columbia Street.
- From South Columbia Street, turn right on Manning Drive.
- Patient and visitor parking for the Hospitals is available in the Dogwood Deck. The Dogwood Deck is three tenths of a mile on the right.
- Directions from the Dogwood deck to UNC Hospitals Dental Clinic are enclosed.

Directions from Parking Deck to UNC Hospitals Dental Clinic  
UNC Memorial Hospital –Ground Floor  
101 Manning Drive, Chapel Hill, NC 27514 (984-974-1485)



Visitor parking (Dogwood Parking Deck) is on the south side of Manning Drive. All 5 hospitals are lined up on the north side of Manning facing the parking decks. There are three elevated walkways that cross over Manning and connect the parking decks to the hospitals. Take the middle walkway over from the Dogwood Deck. As you walk across, facing the hospital campus you'll see Memorial (or Main) Hospital is the far left hospital. It is also the oldest looking of the five with a yellowish granite front.

Enter Memorial Hospital through the revolving door. Walk to the left and around the information desk then go through the double doors and pass the escalators. After you pass the escalators, turn right at the next immediate right. The Dental Clinic is down the hallway on the right across from the public restrooms. If you reach the elevators you have gone too far.