



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 at least 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.

PREPARING FOR YOUR APPOINTMENT

The estimated cost of the initial comprehensive examination and radiographs is \$339.00. Please be prepared to make payment at the time of service. We are in-network with Delta Dental and Cigna insurance companies. We accept most private dental insurance plans and NC Dental Medicaid. Patients are expected to pay a co-pay and/or deductible amount 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 checks.

UNC Charity Care does not cover dental procedures. If you are a patient with a diagnosis of head and neck cancer or are pre-transplant, please call our clinic.

Please bring the following to your appointment:

- Dental insurance card
- Cash, check, or a credit card – payment or payment arrangements are due at the time of service.
- Completed medical history form (included in this packet)
- A list of medications (including dose)
- Any previous dental x-rays emailed to your personal email address from your previous dental provider

WHAT TO EXPECT AT YOUR VISIT

- First appointments are **only** for evaluation and will last approximately one hour.
- Procedures will not be provided unless special arrangements have been made with your doctor in advance.
- You will meet and be examined by one of our resident doctors or attending doctors.
- 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 taken within the last year by another dentist, please have your dentist email them to your personal email account to have available at your appointment.**
- 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.
- Patients will **not** be taken to the operating room (OR) during this initial visit.
 - Patients who will be treated in the operating room (OR) can expect at least two pre-operative visits prior to a scheduled operation in the operating room (OR).
 - Procedures completed in the operating room (OR) require a deposit prior to scheduling, depending on dental insurance.

Dental Coverage	Deposit Required for Operating Room (OR)
One (1) Private Dental Insurance Plan	\$800
More than one (1) Private Dental Insurance Plan	\$0
North Carolina Dental Medicaid	\$0
No dental insurance/self-pay	\$800

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.

DIRECTIONS AND PARKING

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.

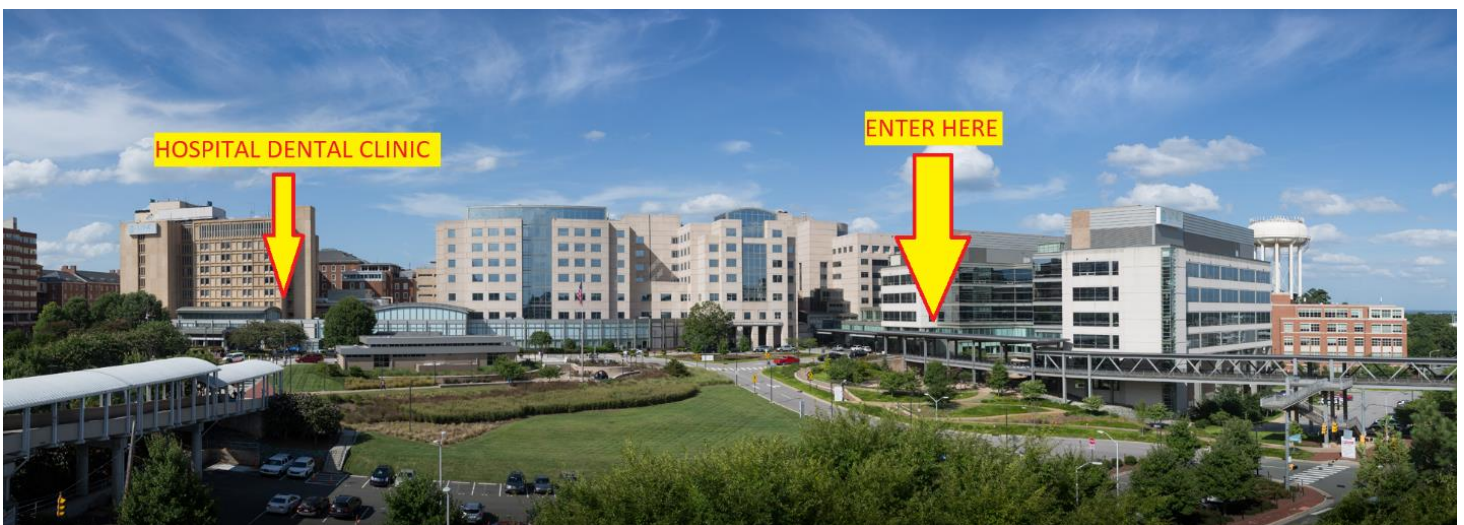
Location within UNC Hospitals

UNC Hospitals includes several hospitals that are connected to one another. When facing UNC Hospitals, Memorial Hospital is the hospital farthest to the left. At this time, patients enter through the UNC Cancer Center on the far right. Please follow the pedestrian bridge from the parking deck to the cancer center entrance. You will be screened prior to entering the building. You will enter on the ground floor, the same level as the Hospital Dental Clinic. Our clinic is located in the Memorial Hospital on the ground floor. For additional assistance, a team member at any Information Desk can provide further directions.

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 \$10 for a full day. Valet Parking is also available to all patients and visitors at the valet stations in front of the Children's Hospital and Manning Level of the Cancer Hospital. The cost for valet parking is \$12 per visit. Payment can be made by cash, credit or debit card. The Dental Clinic does not validate parking fees. Plan to leave at least 15 minutes for parking.

Disability parking spaces are located in the Dogwood Parking Deck, where shuttles service these spaces. For parking questions and information, please call **UNC Parking (984) 974-1031**.



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.



New Patient Letter
UNC Hospitals Dental Clinic
101 Manning Drive, Chapel Hill, NC 27514
Phone (984) 974-1485, Option 2
Fax (984) 974-0355

For assistance with directions please call **UNC Directions (984) 974-3464** for recorded directions in English and Spanish. For more information on directions, parking and traffic pattern changes, visit us at <https://www.unomedicalcenter.org/uncmc/patients-visitors/parking-and-transportation/>

If you have any questions or you need to reschedule your visit please give us a call. Thank you for choosing UNC Health.

Sincerely,

The UNC Hospitals Dental Clinic Team
101 Manning Drive, Chapel Hill, NC 27514
Phone (984) 974-1485, Option 2
Fax (984) 974-0355