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Dear Sir or Madam:

Welcome to our practice/office in Newton Park / Grahamstown. Thank you for consulting me with regard to your son/daughter's orthodontic treatment and for placing him/her under my care.

We trust that your first visit to our orthodontic practice will be a truly comfortable, pleasant and an informative experience.

We regard your trust in us as a privilege and not as a right and look forward to seeing you again.

I would like to share the different steps/procedures with regard to orthodontic treatment with you:

1. **Consultation:** at this visit an examination is carried out, the problem identified and the necessary advise given.
2. **Records:** which includes X-rays, clinical photographs, study models. These records are used as an aid to identify the problem as well as in assisting with the diagnosis and treatment planning. The cost of the records is +- R 1 750.00. Medical aids require these records in order to **grant authorization** for orthodontic treatment and to advise you as to what **portion/percentage** of the treatment they will cover.
3. **Treatment:** once authorization has been granted by your medical aid and you want to proceed with the actual treatment, you need to make the necessary appointments with our office.

“We strive to provide the service that we ourselves would like to receive”.

“Ons streef daarna om die diens te lewer wat ons self graag sou wou ontvang”.



The records are examined to draw up a diagnosis and treatment plan together with a quotation as to the cost of the actual treatment. **The quotation must be submitted for authorization to your medical aid.**

If you wish for us to continue with the clinical records it can be done at the same visit as the consultation or you have to schedule an appointment for the records.

Yours sincerely

DR. K.C.JOHANNES

Permission granted for records to be taken

NAME AND SURNAME

SIGNATURE

DATE

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