

# SECHELT

## Dental Centre

**Welcome to the Sechelt Dental Centre!**

Thank you for choosing the Sechelt Dental Centre. We are pleased to welcome you to our practice and look forward to supporting your journey to optimal oral health.

Our team is committed to providing dental care that is thorough, professional, and tailored to your needs. Whether you are here for a check-up or for specific treatment, we aim to make each visit as smooth and comfortable as possible.

With regard to billing and insurance, we want to be transparent and supportive. We have therefore provided more information to help you feel informed and prepared. Our fees follow the current BC Dental Association (BCDA) fee guide, and we are happy to provide treatment estimates to help you plan ahead.

In insurance terms, this is an assignment practice - meaning, policy holders don't have to pay for insurance portions up front and collect reimbursement later. Instead, we offer the courtesy service of direct billing to insurance providers on your behalf so that you don't have to. However, the relationship is ultimately between the insurer and the policy holder and amounts not covered by insurance are the responsibility of the patient.

We submit preauthorizations (also known as pre-determinations) to your insurance provider prior to hygiene appointments and for any other more extensive treatments. This process gives you an estimate of what your insurance plan may cover before treatment begins. Please note that while we do our best to assist with this process, it is not always possible to receive an Explanation of Benefits (EOB's) from insurance providers in a timely manner. There are also instances where EOB's come back either inaccurate or incomplete. Our helpful reception team is here to offer assistance, but it is ultimately the patient's responsibility to understand their own dental coverage, including any limitations, exclusions, or annual maximums. We encourage you to contact your insurance provider directly if you have specific questions about your benefits.

To get started, you can find new patient forms and helpful information on our website at [www.secheltdentalcentre.ca](http://www.secheltdentalcentre.ca). You may also refer to the additional page provided for answers to some common inquiries. If you have any questions, feel free to reach out to our team—we are happy to help!

We look forward to seeing you soon.

*The Sechelt Dental Centre Team*

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B 1099 - 5684 Dolphin St.  
Sechelt, B.C.  
V0N 3A0



## Important Information for New Patients

### Hours of Operation and Contact Info:

*We are committed to making dental care more convenient and accessible for our patients.*

*Our office hours are **Monday to Saturday, 8:00 AM to 5:00 PM.**, with **extended hours on Thursday evenings.***

### We are closed on statutory holidays.

*If you need to contact us outside of those hours, please leave a voicemail at **604-885-3244** or email [reception@secheltdental.ca](mailto:reception@secheltdental.ca) and we will get back to you as soon as possible.*

*\*In case of a dental emergency outside of our regular office hours, please call **604-885-3244** for after hours emergency contact information, or contact the local Emergency Department at Sechelt Hospital at **604-885-2224**.*

### Parking / Accessibility Info:

*Free parking is available in the lot directly in front of the clinic.  
Our office is also wheelchair accessible.*

### Digital Communication Options:

*Please call us for an appointment at **604-885-3244** - our receptionists are here to help you. Online booking for some services will soon be available through our website for your convenience.*

*When you phone to book your first appointment we will ask for your contact preferences. We offer appointment reminders via text message (SMS) or email.*

*- These confirmations are sent 7 days, then 3 days prior to your appointment.*

### As a new patient, we will require your medical history.

*The day before your appointment you will receive a secure link to complete your medical history form online, from the comfort of your home. If you are unable to complete this in advance, no problem—you can do so when you arrive.*



## What to Expect at the First Visit:

**Please arrive 10-15 minutes prior to your appointment** to allow our receptionists to complete your new patient profile, upload your insurance information, and ensure that all of your documentation is up-to-date, including your medical history questionnaire if you haven't already done so. We can also request your previous dental records from another clinic if needed, with your consent.

During your first appointment, we'll review your dental and medical history, take any necessary x-rays, and perform a comprehensive exam. This helps us get a full picture of your oral health and develop your treatment plan accordingly.

## Meet the Team:

Our team of dentists, hygienists, and support staff are here to ensure you receive quality care in a relaxed and respectful environment. We take pride in building lasting relationships with our patients. See our website [www.secheltdentalcentre.ca](http://www.secheltdentalcentre.ca) for bios on the clinicians and staff.

## Children and Families:

We welcome children of all ages as new patients!

At the Sechelt Dental Centre, we take special care to create a positive, reassuring experience for children. We know that early dental visits help shape a lifetime of healthy habits and confidence. Our team uses a gentle approach to help young patients feel safe, involved, and at ease.

We kindly ask that you avoid saying things like "don't worry" or "it won't hurt," as this can unintentionally increase anxiety. Instead, we focus on building trust by explaining things in a calm, supportive way and celebrating small steps.

Please visit our website and the section dedicated to [Dentistry for Kids](#) for more information.

## Cancellation or Rescheduling Policy:

If you need to reschedule or cancel an appointment, we kindly ask for at least 2 business days' notice. This allows us to offer the time to another patient in need of care.



### **Missed Appointment Policy:**

*We understand that things come up and schedules can change. If you're unable to attend your appointment, we require at least 2 business days' notice so we can offer that time to another patient.*

*A \$100 fee will be applied to your account for missed appointments or cancellations without adequate notice.*

*We continue to follow current health guidelines to ensure a safe environment for our patients and staff. If you're feeling unwell on the day of your appointment, please call us to reschedule. Thank you for your understanding and cooperation.*

### **Questions about the Canadian Dental Care Plan (CDCP):**

***As part of Canada's new national dental program, eligible patients may now qualify for coverage under the Canadian Dental Care Plan (CDCP). If you do not have private dental insurance and your family income is under \$90,000, you may be eligible for coverage of dental services. Applications are now open for all age groups.***

*\*Please note, the CDCP does not usually cover the full cost of dental treatment.*

*For more information or to apply, **please visit** [Canada.ca/dental](https://Canada.ca/dental), or speak with our front desk team—we're happy to assist you.*

### **Helpful Contact Information – Canadian Dental Care Plan (CDCP):**

- For General Inquiries and to Apply: **1-833-537-4342** (toll-free within Canada)
- For Existing Beneficiaries (Sun Life CDCP Contact Centre): For coverage confirmation, claims, and other questions – call **1-888-888-8110** (toll-free in North America)

Thank you!



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 **604.885.3244**

 [reception@sechelt dental.ca](mailto:reception@sechelt dental.ca)  [sechelt dentalcentre.ca](https://sechelt dentalcentre.ca)