

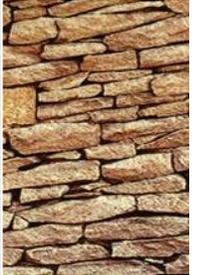
in this issue >>>

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Snyder Snippet-Updates & keeping you in the know with....

Snyder Family Dentistry



current topics >>>

What days & times are the doctors in the office?

- Dr Steve: Monday & Tuesday 8:30am-5pm*
- Dr. Scott: Tuesday 9am-6pm*
Wednesday & Thursday 8am-5pm
Friday 8am-2pm
- Dr. Josh: Monday 8am-5pm*
Wednesday & Thursday 8am-5pm
Friday 8am-2pm

When scheduling, if you have a doctor preference, please let the front ladies know and they will do their best to accommodate.

Starting in October and moving forward, Fridays hours will change to 8am-2pm working through the lunch hour.

Welcome to the office

Making a good first impression counts!

We would like to take this opportunity to introduce Dr. Josh Wansten to our office. Dr. Josh grew up in Kentwood, Michigan and graduated from the University of Michigan with a Bachelor of Science degree. Dr Josh also graduated from the University of Michigan School of Dentistry and then completed a General Practice Residency at Loyola University Medical Center.

During his residency, Dr. Josh had the opportunity to walk along side several specialists in learning advanced techniques in pediatric dentistry, oral surgery, endodontics, and working with patients who have more complex medical conditions. Over the last 10 years, he has completed numerous courses

with the Spear Institute where general dentists learn the best techniques and a more comprehensive approach to dentistry. When you come in for an appointment, his priority will be to help you understand your treatment options, help you achieve your optimal health, and to make you smile or laugh! He is a member of the West Michigan Dental Association, Michigan Dental Association,

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and the American Dental Association.

Dr. Josh, his wife Sonya, and their two young children enjoy trying new recipes in the kitchen, cheering for the Wolverines any chance they get, or walking & biking with the kids.

Please help us welcome Dr. Josh!



Lets chat, text, or email>>>

Communicating with you and our new system

Our office has been trying some new phone systems to assist in the following through of text, email and phone confirmations of appointments. We thank you in advance for your patience as we work through navigating these systems. If you have a cell phone and/or email listed with our office, the system will text and/or email you



appointment confirmations 2 weeks before your appointment to remind you to place it on your calendar. It will then send you a reminder 2 days before as well as an hour before (only if you have not confirmed). Please do not press STOP just yet on these confirmations as if you do, you will not receive ANY of those notifications and it leaves it up to our team to have to call and remind you. It is our goal to have our front



team assisting patients in the best way possible. We welcome your feedback on these systems to help us “get it right” It is not our intent to overwhelm you with messages, and we thank you for keeping us updated with your cell phone and email changes so we can communicate effectively with you!



COVID & coming to appointments

On Location!

When you arrive at our office for your scheduled appointment, we have signs in the parking lot. We ask that you park in one of these spots & follow the steps on the sign to call or text the office and one of our front desk teammates will come out to ask you some questions and check your temp. We ask that if you are not feeling well, please call and reschedule. We thank you in advance for helping us keep everyone safe.

Many Thanks >>>

Thank you...Thank you!

We want to thank our patients as we navigate the changes due to COVID. Our office has always followed CDC guidelines, as well as OSHA and all safety procedures in keeping our patients and team members safe. Our office has added additional PPE and other protocol in staying in guidelines with social distancing and requiring masks worn in the office.

We thank you for your help in remembering that if you or a family member are not feeling well, please give the office a call to reschedule as soon as possible. We appreciate that notice which allows our team to fill those spots with patients on our waiting list. We recognize that sometimes that cannot be helped but thank you for giving us as much notice as possible. We are scheduling out a bit, but we do have a priority list to move people up when able. Let our team know if we can text you if an appointment becomes available. Thank you!



Q: *Do you take my insurance?*

A: *Taking insurance is easy, are we in network is what you really need to ask*



Our office is able to submit to many insurance companies as long as you are allowed to go “out of network”. Plans are determined between employers and the insurance company; some only allow you to go to an “in-network” provider. Our office is in network with Delta Dental, and we are a Premiere office with them. This means if you have a PPO plan with Delta Dental, the insurance has an approved fee. As a premiere office we have to match that approved fee and we take something called a write off. However, a PPO plan may then downgrade that approved fee to an allowable fee and they then pay based on that fee. Insurance companies will not give our office a PPO fee schedule, but policy holders can request them in helping you determine your out of pocket costs. For all other insurance companies, as long as you can go out of network, we are able to bill your insurance! Please know that it is the patient responsibility to know their benefits and if any changes take place in your plan we are not made aware of that unless you let us know. For more information speak to any of our front desk extrodinaires.



Wishing you the Best!

We want to take the opportunity to wish Dr. Bardha Krasniqi best wishes in her new office! Our office has had the privilege of working with Dr. K on Tuesday and Thursdays in the office for the last year and a half. Dr. K has now opened her own dental practice in Hudsonville, Michigan and we are SO excited for her! We wish Dr. K and her team all the best & success!

Referrals & Reviews

Our office is a referral based office and we thank you for recommending our office to your friends and family. When they call to schedule or are in and fill out their paperwork, be sure to have them share your name, as we will want to send you a gift card as our way of saying “thanks for entrusting us with those you love”.

With our new system you are able to give us a shout out that will post to google! Patients are randomly selected after their appointments and sent a text requesting you let us know how we did through a review! Thank you in advance for sharing your experience! It is our hope to exceed all your expectations.

final thoughts...

If you ever have any questions in regards to your dental benefits, account or oral health, please do not hesitate to give our office a call. Our team is always willing to help you reach your optimal health as well as be of service to you. Happy Fall~~ Enjoy....as Winter will be coming soon ☺

After school appointments...

We recognize everyone likes to have after school appointments or end of day appointments, especially if they are for orthodontics. We thank you in advance for rotating your appointment times so we can allow all our patients a chance at “prime time” appointments. We thank you also for understanding our broken appointment policy, especially during our prime time hours.



Contact us at **616-878-1675**

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