



ROBERT M. KELSO, D.D.S.
FAMILY & COSMETIC DENTISTRY

Welcome to our office!

We are delighted that you have chosen us for your family's dental care. We are always excited to see new smiles coming through the door.

Please be prepared for your appointment by completing the enclosed forms, and bring them with you to your appointment. If you have dental insurance, please bring your insurance card with you and also be sure to provide all other requested information to assist us in the benefit verification process. As a courtesy, we will file claims on your behalf with your dental insurance company. Otherwise, payment is expected at the first visit. If you would like information about financing options, please feel free to ask us at any time. We utilize CareCredit on a regular basis and we are happy to provide you with any information regarding this service and how to apply.

Our office is committed to providing you with the best care available. You may find that we are different than most dental offices you have visited in the past. On your first visit, Dr. Kelso will complete a comprehensive oral examination. This includes a complete review of your medical and dental history, examination of your teeth and soft tissues, oral cancer screening, periodontal health evaluation, bite and TMJ examination, all necessary x-rays and intraoral photographs, and study models as needed. Following this exam, Dr. Kelso will discuss his findings with you, develop a treatment plan that you are comfortable with, and then you will be scheduled for your follow-up care if needed.

If you have relevant dental records or dental x-rays, please bring a copy of them with you or have them e-mailed to us at info@knoxdentist.com.

We ask that you make every effort to keep your appointments. Missing a scheduled appointment disrupts proper sequencing of care and delays completion of your treatment. It also prevents us from utilizing our time effectively and delays other patients from being seen. If you need to reschedule your appointment, please call us at least 24 hours prior to your scheduled time.

Our office is located at 6231 Highland Place Way, Suite 202. For your convenience, a directional map has been enclosed. If you have any questions regarding directions or find that you will not be able to keep your appointment, please call us at (865)588-6534 and we will be glad to assist you.

We very much appreciate your confidence in us and look forward to meeting you!

Information About Our Practice

Your Appointment

Your time is important, and our time is equally valuable. We have reserved your appointment time specifically for you. Please arrive on time for your appointment. If you arrive more than 15 minutes late for your appointment, you may be asked to reschedule. We understand that things happen from time to time, but we also need to respect the other people who have scheduled appointments. We respectfully ask for 24 hours notice if you will be unable to keep your appointment. You may be charged a fee for not showing for an appointment without giving us notice.

Appointment Reminders

Every effort will be made to remind you of your appointment, but it is ultimately your responsibility to remember your appointment time. We utilize a text/email service to help remind people of their upcoming appointments. Should you wish to opt out of this service, we would be happy to do that for you.

Dental Insurance

We are happy to accept *all* dental insurance plans, and will file your claims for you as a courtesy to you, but we are only providers for the Delta Dental Premier, Cigna, and Aetna dental networks. We are considered “out-of-network providers” for all other dental plans. This does not mean that you cannot use your dental insurance at our office, but it may mean that your re-imbursment rate is slightly lower than an “in-network provider”. Most of the time the difference is small, and the *majority* of our patients utilize our office as an “out-of-network” provider. Please see our Office Policy on Dental Insurance.

Payment and Financing Options

Payment is expected at the time services are rendered. We accept cash, check, and all major credit cards (Visa, Mastercard, Discover and American Express). Financing options are also available through CareCredit. Please feel free to ask us about payment options, and to let us help you set up a payment plan.

Unpaid Balances

Balances over 30 days may be subject to an interest charge. Balances over 60 days old may be turned over to a collection agency, and may be filed with the IRS as unpaid debt. Please help us to avoid any of these unpleasant situations by speaking to us about your balance. We will help you set up a plan to take care of your balance, but you must be willing to communicate with us in a timely manner.

Cell Phone Usage

Please be respectful of Dr. Kelso, his employees, and other patients by refraining from cell phone use while in our office. Please silence your cell phone.