

To Our Patients

A Memo About Managed Care...

We would like to spend a few moments discussing the issue of managed care as it relates to dentistry. We are not currently enrolled in any managed care, HMO, or capitation program and we never plan to be. Now, let's explain why our office has made this decision.

I made a covenant a long time ago always to do my best, strive for excellence, but treat people fairly and honestly, and truly care for our patients. If we can provide a superior service, deeply care about the health and wellness of our patients, then we will be blessed as well...a win-win situation for all involved. A managed care system is in direct conflict with our mission and philosophy.

Only insurance companies and employers trying to shave overhead can win in a managed care system for dentistry.

In order to stay in business in a managed care system, we would need to significantly increase our volume of patients. What this really entails is that our time spent with our patients and our time spent on procedures would be dramatically cut. In this environment, the quality of care would have to diminish. In this system, there would be less time to build relationships with our patients and truly know their values and desires. A managed care system would also create a more hectic and stressful environment.

I believe that stacked against the long-term illness and catastrophic events common to medicine, dental care is more predictable and more manageable. Costs are held in check thanks to the heavy emphasis on prevention of disease and patient responsibility. Do you want the insurance companies dictating the level of care you receive? The managed care system is a "disease-care" system. In other words, this system treats the symptoms of disease, but doesn't deal with the causes of the disease. We want to be preventive oriented and wellness centered and not just deal with the physical components of disease. Since we are dedicated to the life time retention of the natural teeth and the overall health and wellness of our patients we cannot practice in a managed care environment.

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