

January 1, 2005

Mr. Bob Smith
1111 Oak Street
Marietta, GA 00000

Dear Mr. Smith:

I'm sorry that you are dissatisfied with our office. However, as a result, I think it would be best if you seek any future treatment at another office. You can find another dentist through the telephone directory or from the Georgia Dental Association, at (000) 000-0000. We will provide emergency dental services until February 1, 2005. As soon as you find a new dentist, please send us a signed, written request along with \$15.00 to cover the costs of duplication and postage and we will be happy to forward your records to that office.

You have some other conditions that need attention, as well. You need fillings on teeth #12, #29 and #31 and a crown on #30. You will eventually need crowns on teeth #4, 5. It is also a good idea for you to have your bottom wisdom teeth removed to avoid future problems. You need to have these fillings taken care of fairly soon; if you don't, you could end up with extensive decay which can lead to infection, tooth loss, and even some serious general health problems.

Since it had been a long time since you had your teeth cleaned, you did have some pockets and some bleeding around some of your back teeth. You need to have regular dental care so this condition can be monitored; if it does not get better, you will need more extensive treatment to prevent the gum disease from progressing. Gum disease can be very serious; if you don't take care of it, you will eventually lose bone around your teeth and your teeth will eventually loosen and fall out. Additionally, studies have shown that chronic gum disease has been linked to heart disease, heart attacks and strokes, and the longer you let this situation go, the more likely you are to experience these serious, even fatal problems.

Please feel free to contact me or have your new dentist give me a call.

Sincerely,

Dr. J.R. Smith, DMD

January 1, 2005

Mr. Bob Smith
1111 Oak Street
Marietta, GA 00000

Dear Mr. Smith:

We have tried to contact you repeatedly to schedule you for an appointment, but you have not returned our calls. In order for us to provide for your care, we have to examine you on a regular basis. We haven't seen you in this office since November of 2003. As a result, we feel that it is best for you to seek any future dental care elsewhere.

You can find another dentist through the telephone directory or from the Georgia Dental Association, at (000) 000-0000. We will also provide emergency dental services until February 1, 2005. As soon as you find a new dentist, please send us a signed, written request along with \$15.00 to cover the costs of duplication and postage and we will be happy to forward your records to that office.

Because it has been quite a while since we saw you, we don't know the current state of your dental health. However, as of your last visit, you had a few things that needed to be addressed. You had some old fillings that eventually need to be replaced and your gums were red and irritated (see attached sheet for specifics). Small problems like these will eventually become big problems if they are not addressed, so you need to find another dentist as soon as possible to ensure that potential problems are diagnosed and addressed. If you have any active areas of decay that are not addressed, you can end up with tooth loss and infection that can spread throughout the body. Gum disease can eventually cause you to lose bone around your teeth and your teeth will eventually loosen and fall out. Additionally, studies have shown that chronic gum disease has been linked to heart disease, heart attacks and strokes, and the longer you let this situation go, the more likely you are to experience these serious, even fatal problems.

Please feel free to contact me if you have any questions about your oral health or have your new dentist call me if he has questions or needs additional information.

Sincerely,

Dr. J.R. Smith, DMD

January 1, 2005

Mr. Bob Smith
1111 Oak Street
Marietta, GA 00000

Dear Mr. Smith:

We started a root canal more than four weeks ago. Since that time, we have repeatedly tried to contact you to get you in the office to complete that root canal, including calling you five times and sending you a postcard and a letter. You haven't returned our calls or answered the correspondence. We told you that failure to complete that root canal would result in serious problems, such as infection and tooth loss. We still haven't heard from you.

As a result, I feel that it is best for you to seek any future dental care elsewhere. You can find another dentist through the telephone directory or from the Georgia Dental Association, at (000) 000-0000. We will also provide emergency dental services until February 1, 2005. As soon as you find a new dentist, please send us a signed, written request along with \$15.00 to cover the costs of duplication and postage and we will be happy to forward your records to that office.

It is extremely important that you find a new dentist as soon as possible. As far as the uncompleted root canal goes, it can be completed by either a general dentist who performs root canals or by a root canal specialist (an endodontist). You will also need to have a crown placed on that tooth as soon as the root canal is completed. If you don't have the crown done, you can split the tooth, which can result in tooth loss. As far as the rest of your dental health goes, I have attached a list of other problems that need to be addressed. You have some areas of active decay and have the early stages of gum disease. If you have any active areas of decay that are not addressed, you can end up with tooth loss and infection that could possibly spread throughout the body. Gum disease can eventually cause you to lose bone around your teeth and your teeth will eventually loosen and fall out. Additionally, studies have shown that chronic gum disease has been linked to heart disease, heart attacks and strokes, and the longer you let this situation go, the more likely you are to experience these serious, even fatal problems.

Please call if you have any questions about your dental health, or have your new dentist call if he needs additional information.

Sincerely,

Dr. J.R. Smith, DMD

January 1, 2005

Mr. Bob Smith
1111 Oak Street
Marietta, GA 00000

Dear Mr. Smith:

We have not seen you in this office since June of 2002. Even though you have a denture, it is still important to have your mouth checked once a year to make sure your denture fits and to make sure the gums are in good health and free of cancer or any other conditions.

We feel that it would be best if you receive any future dental care at another office. You can find another dentist through the telephone or from the Georgia Dental Association, at (000) 000-0000. As soon as you find a new dentist, please send us a signed, written request along with \$15.00 to cover the costs of duplication and postage and we will be happy to forward your records to that office. Additionally, we will provide emergency care through February 1, 2005.

Whatever you decide to do, please resume receiving regular dental care.

Sincerely,

Dr. J.R. Smith, DMD

January 1, 2005

Mr. Bob Smith
1111 Oak Street
Marietta, GA 00000

Dear Mr. Smith:

Re: Bob Smith, Joseph Smith, and Jessica Smith

Over the past few years, the only time we have seen you is when you have a dental emergency; you have not received regular maintenance care since February of 2002. We understand that part of the reason you have not returned to the office is because you owe us money, but you still need to receive regular dental care. We cannot be responsible for maintaining your oral health if you will not come here for regular visits.

As a result, we feel it would be better if you and your children received your dental treatment at another office. We will provide emergency treatment for all of you until February 1, 2005. You can find another dentist through the telephone directory or from the Georgia Dental Association at (000) 000-0000. As soon as you find a new dentist, please send us a signed, written request along with \$15.00 to cover the costs of duplication and postage and we will be happy to forward your records to that office.

Attached please find a copy of the treatment that you need to have done. You need several crowns and have several missing teeth that need to be replaced. We haven't examined your entire mouth since your teeth were cleaned in 2002, so we don't know if you have additional decay, but we do know you have gum disease that needs to be treated; we recommended that you have scaling and root planing done back in 2001 and you have never completed the treatment.

Both Joseph's and Jessica's oral health was stable when we saw them in the fall of 2003. Both need to floss and brush better to avoid gum disease, but they were generally fine, at that time.

Whatever you decide to do, please resume receiving regular dental care. We don't know if you have any dental problems that need to be addressed because we haven't seen you in several years. Be aware that skipping regular dental care can lead to problems with gum disease and tooth decay. Gum disease can eventually cause you to lose bone around your teeth and your teeth will eventually loosen and fall out. Additionally, studies have shown that chronic gum disease has been linked to heart disease, heart attacks and strokes, so it's extremely important to stay on top of your dental health. If you have any areas of decay that are not addressed, you can end up with tooth loss and infection that could possibly spread throughout the body.

Sincerely,

Dr. J.R. Smith, DMD

January 1, 2005

Mr. Bob Smith
1111 Oak Street
Marietta, GA 00000

Dear Mr. Smith:

We have not seen you in this office since October of 2001. We realize that the main reason you have not come back to the office is because of your outstanding balance, but we cannot continue to be responsible for your care when you do not come into the office to receive regular care. As a result, we feel it would be best if you received your dental care from another office.

You can find a new dentist from the telephone directory or from the Georgia Dental Association, at (000) 000-0000. As soon as you find a new dentist, please send us a signed, written request along with \$15.00 to cover the costs of duplication and postage and we will be happy to forward your records to that office.

Regardless, you need to resume receiving regular dental care. You didn't have any dental problems that needed to be addressed the last time we saw you, but that was several years ago. Recent studies show that poor dental health can cause all kinds of problems in the rest of the body. For example, if you have any active areas of decay that are not addressed, you can end up with tooth loss and infection that could possibly spread throughout the body. Gum disease can eventually cause you to lose bone around your teeth and your teeth will eventually loosen and fall out. Additionally, studies have shown that chronic gum disease has been linked to heart disease, heart attacks and strokes, so it's important to stay on top of your dental health.

Thanks for your attention to this matter and good luck.

Sincerely,

Dr. J.R. Smith, DMD

January 1, 2005

Bob Smith
1111 Oak Street
Marietta, GA 00000

Dear Mr. Smith:

We have repeatedly tried to contact you by mail and by phone, but have yet to hear from you to schedule a cleaning appointment. We last saw you in January of 2003, and as of that time, you had no apparent dental problems, but that was two years ago. We hope that you have been receiving regular dental treatment at another office during this time, because regular dental care is necessary to maintain your oral health and to diagnose any possible problems that may arise.

We would like to restart a relationship with you. Please call our office at the number above to schedule an appointment, or to let us know whether you would like us to reactivate your file. If we do not hear from you within the next thirty days we will assume that you are receiving your dental care at another office and are choosing to terminate your relationship with our office.

If you haven't found another dentist but you don't want to return to our office for dental care, you can find a new dentist by using the Yellow pages or by calling the Georgia Dental Association, at (000) 000-0000. As soon as you find a new dentist, please send us a signed, written request along with \$15.00 to cover the costs of duplication and postage and we will be happy to forward your records.

Thank you for your attention to this matter.

Sincerely,

Dr. J.R. Smith, DMD