



Dear BOMS Patient,

Welcome to Bergen Oral & Maxillofacial Surgery! We are delighted that you have chosen our practice for your oral surgery care. Our team is committed to making your experience both comfortable and rewarding.

We believe that clear and open communication is essential to building a strong patient–provider relationship. For that reason, we strive to keep our patients fully informed every step of the way throughout their treatment journey.

Enclosed in this packet, you will find frequently asked questions (FAQs) designed to address common concerns related to your upcoming procedure. You will also find pre-operative and post-operative instructions to help you prepare and recover as smoothly as possible.

Your feedback and suggestions are important to us and play a vital role in our ongoing efforts to improve our services. Our goal is to make every visit to our practice a positive and exceptional experience.

If you have any questions or need further assistance after today's visit, please do not hesitate to call/text our concierge team at **(201) 477-2667** or visit our website at www.bergenoralsurgery.com.

Thank you for choosing Bergen Oral & Maxillofacial Surgery. We look forward to caring for you and providing the highest quality treatment.

Warm regards,

Your friends at Bergen Oral & Maxillofacial Surgery



Our Promise

Exceptional Oral Surgery Care Tailored Specifically for Our Patients!

At Bergen Oral & Maxillofacial Surgery (BOMS), our patients' well-being and satisfaction stand at the core of our practice. Our dedicated team of highly skilled oral surgeons and compassionate staff is unwavering in our commitment to delivering exceptional care within an environment that radiates warmth and welcome.

Our Pledge: Personalized Excellence in Oral Surgery

Expertise and Cutting-Edge Techniques: Our oral surgeons possess extensive knowledge and expertise spanning a wide array of oral and maxillofacial procedures. Remaining at the forefront of the latest advancements in our field, we harness state-of-the-art techniques and technologies to ensure that your outcomes are nothing short of optimal.

Individualized Care: Every patient we serve is unique, with distinct needs and concerns. Recognizing this, we invest time in attentive listening and thorough evaluation, enabling us to tailor treatment plans that precisely address your specific requirements. Your input and comfort are the cornerstones of our approach, and we are committed to keeping you fully informed and engaged throughout your journey with us.

We have a Compassionate and Supportive Team: We understand the significance of creating a supportive and empathetic atmosphere throughout your dental procedure. Our compassionate team members are here to alleviate any anxiety or fear our patients may harbor, delivering care that's gentle and reassuring throughout their visit. We are dedicated to treating all patients with kindness, respect, and dignity.

Safety First in a Sterile Environment: Patient safety and well-being are paramount. We uphold the highest standards of sterilization and infection control protocols, ensuring a pristine and sanitary environment. From our advanced sterilization equipment to our unwavering adherence to guidelines, we go the extra mile to safeguard their health.

Transparent Communication and Education: Open and honest communication is our fundamental belief. We are committed to clearly explaining your treatment options, addressing all questions, and guiding our patients through each step of the process. Our objective is to empower them to make well-informed decisions about their oral health.

Continued Care and Support: Our commitment to patient well-being extends beyond the completion of their treatment. We provide them with detailed aftercare instructions and remain available to promptly address any concerns or questions that may arise during their recovery.

At BOMS, our passion lies in transforming lives through the delivery of exceptional oral surgery care. With our unwavering commitment to personalized attention, clinical expertise, boundless compassion, and a steadfast dedication to providing exceptional care, patients and referring providers can place their trust in us to provide care that not only meets but exceeds your expectations. Our patients' smiles and satisfaction remain our top priority.

We also acknowledge the vital role played by our dedicated staff at BOMS, who support our entire operations. By equipping them with all the necessary tools and supporting them in their own personal growth journey, we can fulfill our promise and maintain the high standards of care that our patients deserve.

Doctor-Owned. Doctor-Directed. Patient-Centered Care You Can Trust.



Our Promise

Why Choose Bergen Oral & Maxillofacial Surgery?

Bergen Oral & Maxillofacial Surgery (BOMS) is led by a team of highly skilled, board-certified oral and maxillofacial surgeons committed to exceptional care in a comfortable, compassionate environment:

Jason Diamond, DDS, MD • Vincent Novelli, DMD, MD • Chang Han, DDS, MD • Mark Park, DMD, MD

Jesse Feuerstein, DMD • Daniel Diaz, DDS • Mina Boulos, DMD, MD • Irene Shuman, DDS • Joshua Genuth, DMD, MD

With over **70 years of service to Bergen County and surrounding communities**, BOMS is trusted for advanced surgical expertise and personalized patient care. Our surgeons are consistently recognized as **Top Doctors in New Jersey** by *NJ Monthly Magazine*—an honor awarded by their peers.

Comprehensive Oral & Facial Care: From dental implants and wisdom teeth removal to corrective jaw surgery, facial reconstruction, and cosmetic procedures, BOMS offers a full spectrum of oral and maxillofacial services tailored to your needs.

Insurance Support Made Simple: Our knowledgeable team helps you understand your insurance benefits, maximize reimbursement, and manage claims—so you can focus on your care.

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Patient FAQs

Insurance & Billing FAQs

1. Will my medical insurance cover my procedure?

- We do not participate with medical insurance plans and are considered out-of-network (OON) providers.
- In limited situations involving impacted teeth, certain dental insurance carriers require a medical Explanation of Benefits (EOB) before they will process the dental claim. This requirement applies to specific carriers, including **Delta Dental NJ**, **Delta Dental Northeast**, and **Horizon BCBS**. This is the only circumstance in which our office will submit a claim to a patient's medical insurance. When required, we will submit the medical claim solely to obtain the EOB and forward it to the dental insurance for processing. **Medical coverage is not guaranteed and is determined entirely by the insurance carrier.**
- **For all other cases, medical insurance is not billed or submitted by our office.**

2. What dental plans do you accept? We accept most major Dental PPO insurance plans.

3. Do you accept Medicare? No. BOMS is an opt-out Medicare provider.

4. Billing questions? Call/Text **201-342-2371**.

5. When is payment due? Payment is due at the time of service. We accept cash, check, credit cards (3% fee), HSA, and CareCredit.

Patient Communication

We use text, email, and phone reminders for appointments, directions, traffic alerts, and pre-visit instructions.

Preparing for Surgery

Can I eat or drink before surgery? For IV sedation, no food or drink for **6 hours prior**. Small sips of water are allowed for medications.

More instructions? See your welcome packet or visit our website at www.bergenoralsurgery.com.



Pre/Post-Op: Dos & Don'ts

Local Anesthesia or Local Anesthesia + Nitrous Oxide (Laughing Gas)

✓ DOs

- Eat a light meal before your procedure
- Take all regularly scheduled medications unless directed otherwise
- Take antibiotic prophylaxis if prescribed
- Drive yourself to and from your appointment
- Notify our office before your visit if you are feeling ill
- Arrive at least 15 minutes early
- Call 201-477-2667 with any questions

✗ DON'Ts

- Fast before your procedure (fasting is not required)
- Smoke before your procedure
- Schedule an escort unless it makes you more comfortable
- Wear lipstick or heavy makeup
- Wear flip flops or open-toed shoes

IV General Anesthesia

✓ DOs

- Fast for at least 6 hours prior to your procedure
- Take medications only as directed by your surgeon
- Take antibiotic prophylaxis if prescribed
- Arrange for a responsible adult to:
 - Accompany you to the office
 - Remain in the office during your procedure
 - Drive you home afterward
- Wear loose-fitting, comfortable clothing
- Wear sturdy, closed-toe shoes or sneakers
- Notify our office before your visit if you are feeling ill
- Arrive at least 15 minutes early
- Call 201-477-2667 with any questions

✗ DON'Ts

- Eat or drink for at least 6 hours prior to your procedure
- Drive yourself home or operate machinery for 24 hours
- Use rideshare services (Uber, Lyft, taxi, etc.)
- Smoke before your procedure
- Wear lipstick or heavy makeup
- Wear flip flops or open-toed shoes

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