



Dear BOMS Patient,

Welcome to Bergen Oral & Maxillofacial Surgery! We are delighted that you have chosen our practice to cater to your oral surgery needs. Our team is committed to ensuring that your experience with us is both a pleasant and rewarding one.

We understand the importance of effective communication in building a strong and satisfactory patient-provider relationship. Therefore, we prioritize keeping our patients well-informed about their treatment journey.

Enclosed in this packet, you will find frequently asked questions (FAQs) that aim to address any concerns you may have regarding your upcoming procedure. Additionally, we have included pre-operative and post-operative instructions to ensure you have all the necessary information to help you prepare and recover smoothly.

Please remember that we value your feedback and suggestions, as they play a pivotal role in our continuous efforts to enhance our services. Our goal is you make your visit to our practice a pleasant and exceptional experience. If you have any questions or require further assistance following today's visit, please do not hesitate to reach out to our concierge team at (866) 250-2667 or visit our website at [www.bergenoralsurgery.com](http://www.bergenoralsurgery.com)

Thank you for choosing Bergen Oral & Maxillofacial Surgery. We look forward to serving you and providing the highest quality of care.

Warm regards,

Your friends at Bergen Oral & Maxillofacial Surgery



Scan to visit our website



## 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' smile 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.



## Frequently Asked Questions

### Why choose Bergen Oral & Maxillofacial Surgery (BOMS)?

- At BOMS, we have a team of highly skilled and dedicated board-certified oral surgeons, including:

Jason Diamond DDS, MD   Chang Han DDS, MD   Sonia Francioni DMD  
Vincent Novelli DMD, MD   Mark Park DMD, MD   Jesse Feuerstein DMD, MB

Our priority is providing the highest quality care to our patients in a comfortable and caring environment. With our expertise and the utilization of the most advanced procedures and techniques, we specialize in solving problems related to the oral and facial regions.

- Serving Bergen County and the surrounding areas for over 70 years, we have established strong personal and professional ties within the community. Our surgeons are dedicated to assisting patients with emergencies, as well as diagnosing and treating diseases in the oral and facial areas.
- It is an honor for us to be consistently recognized as Top Doctors in New Jersey by NJ Monthly Magazine, an accolade bestowed upon professionals voted for by their peers.

### Types of dental care offered by BOMS

- At BOMS, we offer a comprehensive range of dental care treatments. These include dental implant surgery, wisdom teeth removal, treatment of oral and facial injuries and fractures, as well as other diagnostic procedures. Additionally, we provide corrective jaw surgery, facial reconstruction, and facial cosmetic procedures. Our goal is to provide patients with a wide array of options to cater to their specific needs.

### How our office helps you understand your insurance benefits

- To ensure outstanding customer service, we are committed to assisting you with understanding your insurance benefits. We will work with you to maximize your reimbursement, complete and submit dental insurance forms to your insurance company, and provide accurate information regarding any fees not covered by your dental insurance.



## Frequently Asked Questions

### How insurance works with BOMS

- Will my medical insurance cover the procedure? While we do not participate with medical insurance, if the tooth is impacted and you have out-of-network benefits, we are more than willing to submit the claim on your behalf for patient reimbursement as a courtesy (excluding Medicare). Please note that insurance plans vary, and there is no guarantee of coverage or benefits.
- What dental plans does BOMS take? We accept most major dental plans.
- Does BOMS accept Medicare? No, we are opt-out providers.
- If I have a billing question, who do I call? If you have any billing-related questions, please feel free to contact our office at 201-342-2371. We strive to provide clear and timely communication regarding any payments or concerns.
- When should I make my payment? Please be advised that all accounts are due and payable at the time of service, with payment options including cash, check, credit card (3% convenience fee applies), and participation with HSA. Additionally, financing options through CareCredit are available.

### How do we communicate with our patients?

- To ensure effective and efficient communication with our patients, we utilize a state-of-the-art reminder system. Through this system, we can reach out to you via multiple channels, including text messages, phone calls, and emails. With our reminders, we can provide you with appointment reminders, directions to our location, real-time traffic alerts, and important instructions to prepare you for your upcoming appointment.

### Preparing for Oral Surgery

- Can I eat or drink before my surgery? If you are scheduled to have intravenous sedation: You may not have anything to eat or drink for 6 hours before your appointment. Small sips of water are permitted for medications.
- For detailed pre-operative and post-operative instructions, please refer to the comprehensive information provided in your welcome packet.