

Dental Office

Dental Office Customer FAQ Knowledge Base

Use this reference to confidently answer patient questions in person, on the phone, or via chatbot. Every entry includes suggested wording, optional follow-up info, and appointment guidance.

1. General Appointment Questions

What are your hours of operation?

Answer:

"We're open Monday through Friday from 8:00 a.m. to 5:00 p.m. We're closed on weekends and major holidays."

Optional: Some locations may offer extended hours—check local office schedule.

How do I schedule an appointment?

Answer:

"You can book online through our website, call us directly at (555) 555-0100, or visit us in person. For the fastest service, we recommend calling."

Can I reschedule or cancel my appointment?

Answer:

"Yes, but please give us at least 24 hours' notice to avoid a cancellation fee."

Fee: \$50 for late cancellations or no-shows (first time is waived).

Do you accept walk-ins?

Answer:

"We prioritize appointments, but we do try to accommodate walk-ins for emergencies or urgent concerns whenever possible."

2. Insurance, Billing & Payments

Do you accept my insurance?

Answer:

"We accept most PPO insurance plans. We can check your eligibility before your visit and explain what's covered."

What if I don't have insurance?

Answer:

"We offer affordable self-pay rates and a membership plan that includes cleanings and discounts on procedures."

Do you offer payment plans?

Answer:

"Yes, we work with third-party financing options like CareCredit and offer in-house plans for some treatments over \$500."

Can I get a cost estimate before my appointment?

Answer:

"Absolutely. Once we verify your insurance, we can provide an estimate of any out-of-pocket costs."

3. Cleanings & Preventive Care

How often should I get a dental cleaning?

Answer:

"Most people benefit from cleanings every 6 months. If you have gum disease, we may recommend more frequent visits."

How long does a cleaning take?

Answer:

"Usually about 45–60 minutes, depending on your needs and whether X-rays are due."

Does a dental cleaning hurt?

Answer:

"Cleanings shouldn't hurt, but if you have sensitive gums or buildup, you might feel some discomfort. Let us know—we can adjust tools or apply numbing gel if needed."

4. Fillings, Crowns & Restorations

What is a dental filling?

Answer:

"A filling restores a tooth that has a cavity. We clean out the decay and fill it with a tooth-colored composite material."

How long do fillings last?

Answer:

"They can last 5–15 years depending on the material and care. We check them during regular exams."

Will I be numb for a filling?

Answer:

"Yes, we usually numb the area so you won't feel discomfort during the procedure."

Can I eat after a filling?

Answer:

"Yes, but wait until the numbness wears off—usually 1–3 hours. Avoid chewing hard foods right away."

5. 😬 Root Canals & Extractions

What is a root canal?

Answer:

"It's a procedure to remove infection from inside a tooth, helping you save it instead of removing it."

Does a root canal hurt?

Answer:

"Not at all—we numb the area thoroughly. It feels similar to getting a filling."

How long does a root canal take?

Answer:

"Usually 60–90 minutes. Some complex cases may need two visits."

Will I need a crown after a root canal?

Answer:

"Yes, especially for molars, we usually recommend a crown to protect the tooth afterward."

6. 🦱 Dental Emergencies

What's considered a dental emergency?

Answer:

"Severe pain, swelling, bleeding, knocked-out teeth, or trauma to the mouth. Call us right away if you're unsure."

Can I be seen the same day for an emergency?

Answer:

"Yes, we reserve time daily for emergency visits. Call early for the best availability."

What if I have pain after hours?

Answer:

"Call our main number and follow the prompts to reach the on-call dentist."

7. 🦷 Cosmetic Procedures

Do you offer teeth whitening?

Answer:

"Yes, we offer professional in-office whitening and custom take-home kits."

Is teeth whitening safe?

Answer:

"Yes. Professional whitening is safe and effective when done under dental supervision."

How long do results last?

Answer:

"Results vary but typically last 6 months to 2 years. Avoiding coffee, wine, and smoking helps maintain brightness."

8. 🪥 At-Home Care Advice

What toothbrush should I use?

Answer:

"A soft-bristled toothbrush is best. Electric toothbrushes are also great for a more thorough clean."

How often should I floss?

Answer:

"Once a day. Flossing removes plaque between teeth where brushes can't reach."

Should I use mouthwash?

Answer:

"Yes, especially if it contains fluoride or is antibacterial. It helps reduce bacteria and freshen breath."

9. Children's Dentistry

At what age should my child first visit?

Answer:

"We recommend the first visit by age 1 or when the first tooth appears."

Do you see children at your office?

Answer:

"Yes! We see patients of all ages and help make it a fun and comfortable experience for kids."

What about fluoride treatments?

Answer:

"Yes, fluoride helps strengthen teeth and prevent cavities. We recommend it every 6 months."

10. Common Procedure Timelines

Procedure	Typical Duration	Notes
Dental Cleaning	45–60 min	Includes X-rays if needed
Filling (1–2 surfaces)	20–40 min	Numbing included
Crown (2 visits)	90 min prep, 30 min seat	Some offices offer same-day
Root Canal	60–90 min	May require crown

Extraction	30–45 min	Swelling expected post-op
Whitening	60–90 min	Up to 8 shades brighter

11. 📞 Contact & Location

How do I contact the office?

Answer:

"You can call us at (555) 555-0100 or email us at frontdesk@smiledental.com."

Where are you located?

Answer:

"We're at 123 Main Street, Suite 101, in Midtown. There's parking behind the building."

Do you have social media?

Answer:

"Yes! Follow us on Instagram and Facebook @smiledentalclinic for updates, promotions, and dental tips."

12. 🔒 Privacy & Accessibility

Will my information be kept private?

Answer:

"Yes, we follow HIPAA privacy laws strictly. Your information is never shared without your permission."

Is your office wheelchair accessible?

Answer:

"Yes, our office is fully ADA compliant with ramp access, wide hallways, and accessible restrooms."

Tips for Staff / AI Response Templates

- Always offer to **book an appointment** or **send more info** after answering.
- Keep tone friendly, clear, and confident.
- Use visual aids (pamphlets, iPad, chatbot carousel) when possible.