

## ICC FAQ's

1. How should I prepare for my appointment?
  - a. Please bring a copy of your ID, insurance card, a list of your current medications and any relevant dental records or X-rays from previous providers.
2. Can I drop my loved one off and return once the treatment is complete?
  - a. No, a caregiver is required to be present throughout the entirety of the appointment.
3. Will there be a nurse on-site to assist my loved one with their medical needs? (Assistance with restroom, etc.)
  - a. No, there will not be a nurse available for assistance.
4. Will there be medical equipment available? (Oxygen, etc.)
  - a. No, it is your responsibility to plan to ensure you have everything you need for the duration of your appointment.
5. May children accompany me to my appointment?
  - a. Yes, however, only patients are allowed in the operatory. Children under the age of 14 must be accompanied by an adult while in the waiting room.
6. Will there be a dental hygienist available for routine cleanings and preventive care?
  - a. Yes, our clinic has dental professionals on-site to provide routine cleanings and preventive dental care.
7. Is sedation dentistry available for patients with anxiety or special needs?
  - a. Yes, we offer light Nitrous Oxide sedation-for patients with dental anxiety. We do not provide moderate sedation or general anesthesia in the ICC. Please discuss this with our dental team before the appointment.
8. What accessibility features are available for individuals with disability challenges?
  - a. Our clinic is equipped with a wheelchair lift, noise-canceling headphones, a sensory room and other accessibility features to cater to individuals with disability challenges.
9. Can I request special accommodations for individuals with sensory sensitivities?
  - a. Absolutely, please inform our staff in advance if any special accommodations are needed, and we will do our best to meet your requirements.