

# From Your **DENTIST**



Dr. Renee Maikon



Dr. Amy Stodola



Jody Anderson  
Dental Hygienist



Stephanie Loberg  
Dental Hygienist



Krista Blocklinger  
Dental Hygienist



Brenda Buscher  
Dental Assistant



Teresa Haddad  
Dental Assistant



Tiffany Northway  
Dental Assistant



Katie Jensen  
Dental Assistant



Kim Brecht  
Dental Receptionist



Chelle Patterson  
Dental Receptionist

## Office Information

Family SmileCare Center, PLC  
1630 32nd St. NE  
Cedar Rapids, IA 52402  
Phone: 319-362-8657  
Fax: 319-362-1824  
email: familysmilecarecenter@mchsi.com  
www.familysmilecarecenter.com

### Office Hours:

Monday-Thursday .....7am to 6pm  
Friday..... 8am to 12pm



# Family SmileCare Center, PLC

Newsletter Spring 2012

**Our Mission:** Helping you keep your smile for a lifetime.

## Email and Text Connect and Communicate.

Connecting with you has just gotten easier. Family SmileCare Center, P.L.C. now offers email and text messaging through Demandforce. Demandforce: computer software that integrates our appointment schedule with your patient information.



We will ask if you would like to receive email and/or text messaging to remind and confirm your appointments. Your email address and cell phone number are protected just like your health information. You will receive a Welcome letter from Demandforce with our name – some may think this is junk mail and delete it – please read through the entire letter. The letter will ask you to respond if you wish to continue this form of communication.

### Appointment Confirmation

First reminder comes 21 days before your scheduled appointment – this is typically a recall appointment for cleanings, etc. but can also be an appointment scheduled into the future. There is no response needed for this reminder. If you cannot make this appointment then you will need to **CALL** our office to reschedule.

Second reminder comes 3 days before your appointment. It will ask you to confirm your appointment. Just type "C" and press SEND if you can make your appointment. If you **cannot** make this appointment then you will need to **CALL** our office to reschedule.

Final reminder – some patients opt to have same day reminders - for example an hour before their appointment time so they can start heading toward our office. There is no response to this reminder. Please tell us if you want this option.

Date	Customer	Confirmation Reminder	Delivered	Info
12/27/11	Brooke Aaron	Welcome	Confirmed	
5/27/11	Theodora Springer	Text Message	Read	
5/27/11	George Goodeno...	Text Message	Confirmed	
5/27/11	Theodora Springer	Text Message	Read	
5/27/11	Theodora Springer	Text Message	Read	
5/27/11	Theodora Springer	Text Message	Read	

Patients can request an appointment through Demandforce but it is not scheduled until we have responded to your email or talked to you personally.

(continued on back)

Visit our website for other information about our office.

[www.familysmilecarecenter.com](http://www.familysmilecarecenter.com)



Family SmileCare Center, PLC  
 1630 32nd Street NE  
 Cedar Rapids, IA 52402  
 319-362-8657  
 www.familysmilecarecenter.com

PRSR-STD  
 U.S. POSTAGE  
 PAID  
 POS

## News From Your Dentist



Dr. Renee Maikon



Dr. Amy Stodola

(continued from the front)



### Postcards and Phone calls

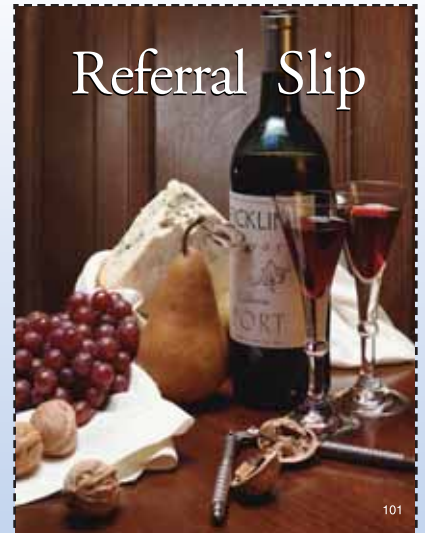
We will still provide post cards and reminder phone calls to those who do not wish to receive text or email from us. You can change your mind at any time by letting us know and we will update your status.

### We want your feedback

After your appointment, you will receive a note from Demandforce to review our services. We always strive to provide the best dental care for you and your family. Surveys are a way you can let us know how we are doing. We appreciate all responses.



## Referral Slip



We would like more patients like you. Please refer us to your family, friends & co-workers and we will THANK YOU with a gift.

Have them call for an appointment

**362-8657**

After their first visit, we will contact you to choose:  
 \$50 toward your next dental visit or  
 \$50 to Biaggi's or Granite City or a  
 \$50 BP Gasoline card

To be eligible, the first visit must be a comprehensive exam and x-rays. Title XIX exclusions apply.

Thank you from  
 Family SmileCare Center!