



WELCOME TO PALM BEACH CHILDREN'S DENTISTRY!

Dear Parent/Guardian,

We are very excited to welcome you to Palm Beach Children's Dentistry! We firmly believe that every child can have a healthy mouth with proper guidance, care, and understanding. I am looking forward to helping you feel confident knowing that you will be receiving the best dental care for your little one. We are looking forward to becoming a part of your child's life and helping them grow into smiles they can be proud of!

YOUR CHILD'S FIRST VISIT AND BEHAVIOR MANAGEMENT INFORMATION

At our office, we do all that we can to create a comfortable, safe, and caring environment for your child. For your child's first visit, we welcome you to accompany your child in the treatment area for the initial meeting. This gives you an opportunity to see our staff at work and how we engage with your child. You will also have the opportunity to meet Dr. Lisa Ameer and speak with her regarding any concerns or questions you may have. After your child is made comfortable in our treatment area, we will then escort you back to our waiting room.

We encourage children over the age of 3 to independently come to the treatment area. From our experience and through research of clinical studies, we have found that children over age 3 tend to cooperate better without a parent present in the treatment area with them. Without the parent present, we are able to create a one-on-one communication with your child, allowing us to make a more positive experience for him or her.

If for any reason your child becomes upset during treatment, please feel confident that we will ask you to join us in the treatment area. If you are asked to accompany your child in the treatment area we request that you play the role as a "silent observer" because the child may become confused if more than one person is trying to speak to him/her at a time.

We promise to do all that we can to work with your child and gain a positive relationship through understanding, guidance, humor, charm, and patience. If these fail, there are other behavior management techniques that can be used to eliminate disruptive behavior and help your child understand procedures.

- **TELL-SHOW-DO:** This technique is used by showing the patient first, what we will do and using simple, fun terms for them to understand each procedure.
- **DISTRACTION:** Sometimes your child may benefit from being distracted before any unpleasant sensation is about to occur by focusing their attention on something else.
- **POSITIVE REINFORCEMENT:** When a patient is cooperating, we like to reward the child with praise, compliments or a prize.
- **VOICE CONTROL:** The attention of a disruptive child is redirected by the change in tone of Dr. Ameer's voice.

We are looking forward to meeting you and your child and if any questions may arise, please feel free to ask us!

Sincerely,

Dr. Lisa Ameer and Her Staff