

Shannon M. Coen DMD PC

GENERAL DENTISTRY · GLENDALE, ARIZONA

Dear Patient,

Welcome — and thank you for choosing this practice as your dental home. It is a privilege I do not take lightly. My goal is to deliver thoughtful, thorough care in an environment that respects your time, your health, and your trust. To make sure every visit serves you well, I want to share the standards that guide how we work together.

1 Appointment time

Each appointment is reserved exclusively for you, and your time matters to us. If you arrive more than 15 minutes late, we may need to reschedule your visit so that your care is never rushed. We will always do our best to accommodate you as soon as possible.

2 Appointment confirmation

We ask that you confirm your appointment at least 48 hours in advance. If we are unable to reach you to confirm, your spot may be released to another patient who is waiting. A card on file is required for all scheduled appointments — there is no charge with proper notice.

3 Diagnostic x-rays

My standard of care includes radiographs at a minimum of every six months. X-rays allow me to see what a visual exam simply cannot — early cavities, bone changes, and developing concerns that have no symptoms yet. This is how I catch small problems before they become large ones, and it is a standard I hold for every patient in my care.

4 Dental discomfort or urgent concerns

If you are experiencing pain, swelling, or any dental concern before your scheduled cleaning, please let us know before your appointment. Cleaning visits and emergency exams require different amounts of time. Calling ahead allows me to make sure you receive the attention your concern deserves — and prevents you from having to make a second trip.

5 Payment

Payment is due at the time of service. We work with your insurance as a courtesy and will submit claims on your behalf, but your estimated patient portion is collected at each visit. We are happy to review your benefits and answer any questions before treatment begins.

6 Specialist referrals

For root canals and surgical extractions, I refer to trusted specialists who perform these procedures exclusively, with advanced 3D imaging unavailable in a general practice setting. This is a deliberate choice — not a limitation. You deserve someone who does this all day, every day, with the best available technology.

These standards exist because I am invested in your care and in making the most of every visit we have together. My team and I are here to answer any questions, and I am always grateful for the opportunity to be your dentist.

Dr. Shannon Coen
Shannon M. Coen, D.M.D.

Shannon M. Coen DMD PC · Glendale, AZ

By signing below, I acknowledge that I have read and understand Dr. Coen's standards of care.

Patient signature

Printed name

Date