

Apex Endodontics, LLC  
Harout Barsemian, DMD

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I have a personal, professional, and ethical responsibility to care for your health to the best of my ability. If you can not or do not adhere to my treatment recommendations, I will not be able to continue treating you in good conscience. Our policy is to make your experience in our office an exceptional one. Please take time to read the following information due to the fact they will promote healing and prevent complications:

**Apply ice pack for 20 minutes on and 20 minutes off for the remainder of the day. The provided ice pack will last for 4 to 5 hours. Please prepare ice packs as needed. This will minimize or prevent swelling and/or bruising.**

**Do not apply ice pack the next day.**

**Do not brush your teeth the day of the surgery. Only gentle rinsing with mouth rinse is allowed.**

**Starting on day 2, rinse your mouth at least 3 times especially after meals. You can brush freely, except the surgical site.**

**Do not smoke, consume alcoholic beverages or drink through a straw for the next 3 days.**

**If allowed, take 600mg Ibuprofen every 6 hours for the next 2-3 days. Adding 1000mg of Tylenol every 6 hours will dramatically increase the analgesic effect.**

**In case of bleeding, apply tight pressure with wet tea bag for 5-10 minutes.**

We do understand that emergencies occur; it is our goal to eliminate all of the potential dental emergencies you may have by providing care for you before it becomes a problem. In the rare instance that you do have an emergency we want you to be assured that we will take care of you. In order to do this we would like to define what a true emergency is. Swelling, bleeding, severe pain that has kept you up at night or requires medication, are all considered emergencies. If you have any of these symptoms we ask that you call us right away. Dr. Barsemian can be reached at (551)804-6372. We will provide you with the next available emergency appointment.

It is our company policy to ensure the complete satisfaction of all of our patients with the service and care they receive at our office. In the rare instance that an upset occurs we will do everything in our power to make things right by you. Should such an event occur, we will handle it accordingly provided you bring it to our attention in an appropriate, cordial manner at a time that we can give the matter the proper attention it deserves for effective resolution. You can expect that my staff will treat you with the same professional demeanor and efficiency as you would expect from them. Please see Suzianne Trojanowski, our office manager to resolve immediately any upsets you may have with my office or one of my team. If you would prefer to handle your upset privately or anonymously please feel free to visit the Patient Survey page on our website, **[www.ApexEndodonticsllc.com](http://www.ApexEndodonticsllc.com)**

When we succeed, we would appreciate you telling your family and friends about our office.

I greatly appreciate your cooperation.

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