



General Office Information

The office's eponymous founder, Gregory L. Lane, began practicing in the Carol Stream area in 1985 after graduating from Northwestern University Dental School in 1984. Since then, he has served thousands of patients in Carol Stream and the surrounding areas. In August of 2013, Dr. Gregory L. Lane added his first associate, his son, Dr. Gregory D. Lane, who graduated from Tufts University School of Dental Medicine in May 2013.

The office, located at 940 W. Army Trail Road in Carol Stream, Illinois, is of 2 dentists, Dr. Gregory D. Lane and Dr. Gregory L. Lane, and their support staff. Please see the website, GregoryLLaneDDS.com, for information on hours.

Appointments

1. Please arrive 15 minutes before your scheduled appointment. In the event that you will be late for your appointment, please call us at (630) 830-8330 so we may accommodate the change in scheduling.
2. Please notify the hygienist or dentist about any changes in your medical condition(s) and/or medications
3. Copays are taken at the time of the appointment according to policies consistent with our insurance carriers. We accept all major credit cards, Care Credit, Cash or Check.
4. In the event you need to reschedule your appointment, we ask that you notify us at a minimum of 24hrs in advance.

Emergency Contact Information

We understand the reality that people develop dental emergencies with respect to pain, swelling, or trauma, and always strive to see these patients in a timely manner. We will always try to get patients same-day appointments in order to diagnose the nature of the problem.

Where possible, we will provide some level of care to alleviate the urgent problem, especially as it relates to dental trauma. Often times, the solution for dental pain or swelling requires a more comprehensive treatment and time requirement than may be immediately available. In such cases, we will make the necessary follow-up appointments at your discretion.

Emergency phone contact: (630) 443-3391

Emergency e-mail contact: drgregorydlane@gmail.com - Preferred method of contact

Cancellation and No-Show Policy

Office hours are by appointment and we do value your time. This office is a private practice dental office and not a dental "clinic." Appointment time is reserved for you alone. Where appropriate, we prefer to schedule longer appointments so we can complete as much needed dental treatment as possible during one appointment. We feel this type of scheduling will cause minimal disruption to your daily schedule and will provide efficiency in completing your dental care. When you make an appointment, please be sure that you will be able to keep it. Morning appointments may be best for more complicated procedures.

Emergencies and unforeseen patient treatment problems may arise, causing schedule changes. Emergencies are unexpected and seem to come at the most inconvenient times. If you have a dental emergency that needs immediate attention, we will always offer to see you at once. We expect that other patients who might be slightly inconvenienced by this will be understanding of the situation. At some point, they may need the same courtesy too!

Like many offices, this office does call to confirm your appointment. Please make a note of any dental appointments we have scheduled in a place where you will be easily reminded. If you cannot make an appointment as scheduled, please notify the office. There will be a charge of \$25 per 30 minutes of scheduled time for a broken appointment or cancellation with less than 24 hours' notice for your appointment. If our staff is successful in filling your appointment time with another patient, there will be no broken appointment charge.

If you have any questions about our appointment cancellation and no-show policy, please feel free to ask us.

I have read and understood the above policies.

Name _____

Date _____