“Patient privacy law prevents us from discussing or confirming any specific patient’s treatment, diagnosis, or account details without that patient’s written authorization. We are not able to do so here. We can, however, speak more generally about how we approach patient care.

Every patient’s concerns matter to us. We understand that an unexpected treatment recommendation can be concerning, especially if a patient later hears something different from another provider. Our responsibility as a practice is to evaluate every patient carefully, explain what we see, and make the recommendation we believe is in that patient’s best long-term interest, while always respecting the patient's own decision about their care.

Part of a thorough exam includes oral cancer screening. We know that can sound alarming to bring up, but that is not the intent. The American Cancer Society estimates that approximately 60,480 new cancers of the oral cavity and pharynx will be diagnosed in the United States in 2026. Screening is simply a careful check for anything that might otherwise go unnoticed, so it can be caught early if there is ever a reason for concern. Any adjunctive technology used as part of screening is supplemental to a dentist’s visual and tactile exam and is never, by itself, a diagnosis.

Dentistry, like many areas of healthcare, can involve more than one reasonable treatment approach for the same clinical findings. Another dentist may recommend a more conservative treatment based on that provider’s own assessment, philosophy, and the condition of a tooth on the day of that particular exam. A difference in recommendations between providers does not mean either one lacked a clinical basis. We always welcome and support a patient’s right to seek a second opinion.

Infection control and patient safety are fundamental to how we practice. We follow standard infection-control protocols for every patient encounter, including the use of gloves during any intraoral examination.

We take every patient’s experience seriously, and communication and comfort during a visit matter to us just as much as the clinical outcome. We are always working to make sure patients feel heard, informed, and respected, and we remain committed to providing that standard of care to everyone who walks through our door.”