



# Aava DENTAL

## CERTIFICATE OF QUALITY

**SUNRISE DENTAL** is dedicated to quality and service for our patients. Based on these principles, **SUNRISE DENTAL** makes the following commitments:

*All of our dentists* provide FREE emergency dental care to striking union members.

*All of our dentists* are members of the American Dental Association, State Dental Association, and County Dental Association.

*All of our dentists* maintain valid state licensure, are in good standing in the community, and are committed to charitable causes.

*All of our dentists and staff* undergo a background check prior to employment.

*All of our clinical staff* attend risk management training annually.

*All of our clinical staff* train vigilantly on OSHA/WISHA, CPR, and infection control standards.

*Every partnering dentist* has at least one year of experience in dentistry.

*Every SUNRISE DENTAL patient* will receive equal quality care and treatment regardless of their dental plan benefits.

*Each and every SUNRISE DENTAL Clinic* is an independent entity; all of the decisions including the choice of dental materials, and scheduling are made by Sunrise dentist partners. There is no financial competition between the offices; our staff get recognition for the level of care they are delivering.

*Every SUNRISE DENTAL Clinic* is equipped with an intra-oral camera; the images captured assist in patient education and they are a verifying tool for the trust administrators when accessing our dental treatment suggestions.

*All of our patients* who have received major dental treatment will leave the office with thorough post operative instructions.

*All of our dentists* are committed to using equipment, supplies, and materials within the recommended manufacturers specifications (no expired materials or over usage of instruments).

*All of our dentists* maintain malpractice insurance.

*All of our dentists* will write off the patient portion of any treatment when allowed by most dental plans; including the deductible.

*Any treatment cost exceeding the scheduled dental plan limit* will be offered to you at a discounted rate.

*All of our dentists* honor their patients and stand by their work, and will cooperate to resolve any issues with the patient at the clinical level, without the need to involve the union's executive officers.



Edward Im, DDS  
Clinical Director for Sunrise Dental

