



West Calgary Dental Group

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To our valued patients,

We are thankful for all your continued support throughout the years. As we head into the fall season, we have a few updates and reminders for you.

Year End Benefits Reminder

As the end of the year approaches, we wanted to remind you that most dental insurance plans will be renewed on January 1st. If you are hoping to maximize your benefits and complete your dental treatment before this renewal, please give us a call to book your appointment. Please note, all insurance plans are set up differently and yours may renew at a different point in the year. If you have any questions about your insurance policy, please reach out to your insurance provider directly.

Respectful Behaviour Policy

At our practice, we are committed to creating a safe, inclusive, and respectful environment for all patients, families, and staff. We ask that all individuals treat one another with courtesy and kindness, regardless of background, identity, or circumstance. Disrespectful, aggressive, or discriminatory language or behaviour will not be tolerated and may result in the rescheduling or cancellation of appointments. We appreciate your partnership in helping us maintain a welcoming space for everyone.

Appointment Cancellation Policy

We understand that schedules can change. If you need to cancel or reschedule your appointment, we kindly ask that you provide at least 48 hours' notice and call our office to arrange a new appointment time. This allows us to offer your appointment time to another patient. Cancellations with less than 48 hours' notice, or missed appointments without notice, may be subject to a fee.

Medication and Substance Disclosure

For your safety, it is essential that you inform us of all medications, supplements, and substances you have taken prior to your appointment, including alcohol, cannabis, and other prescription or street drugs. Some substances can affect the safety and effectiveness of dental treatments or procedures. Full disclosure helps us provide you with the best and safest care possible. If you arrive under the influence of substances that may impair your judgment or ability to receive treatment safely, we may need to reschedule your appointment.

An Update from Dr. Wetherell

We wish Dr. Wetherell our best wishes and 'bon voyage' as she has entered a new venture leading a practice of her own. Effective November 4th, 2025, Dr. Wetherell will no longer be associated with our office. We thank her for her many years of exceptional dental care.

We are pleased to continue your care with the next available dentist. Please know that we appreciate the opportunity to serve you.

Thank you being part of our practice and for your many years of loyalty and support!