



Welcome to Oral & Maxillofacial Surgery Associates (OSA)! We want to thank you for choosing our practice. You have likely been referred to see us because your dentist appreciates the type of care that we provide. Our mission to offer care that is unquestionably safe, comfortable and in a modern, state of the art facility truly sets us apart, as does our staff and uniquely qualified doctors.

Our practice is owned by Drs. Zajkowski, MacCarthy, Jacobsen and Lawler. All of these doctors are board certified by the American Board of Oral and Maxillofacial Surgery, and are all licensed in the State of Maine to provide your surgical and anesthesia services. In 2013, all of our doctors became Fellows of the American College of Surgeons (FACS). This is one of the most prestigious organizations in health care, and is focused on improving the quality of care for the surgical patient by setting high standards for surgical education and practice. Our doctors are the only oral and maxillofacial surgeons in Maine to meet the rigorous standards and requirements to become members. For more information on our doctors, including their educational and professional histories, please visit www.maineoralsurgery.com.

In 2006, Oral & Maxillofacial Surgery Associates became the first and only practice accredited by the Joint Commission for office-based surgery. This voluntary process requires our facility to be randomly inspected no less than every three years, and ensures the highest quality standards are met, just like if you were being cared for in a hospital. By keeping our accredited status, we hope you recognize the commitment that we have made to you to offer the safest, highest quality care in Maine. As a Joint Commission practice, we educate staff upon hire and annually thereafter in hand hygiene that follows CDC guidelines. As a healthcare provider, we encourage our staff to stay home if they are sick to minimize the risk of the transmission of illness in the community, and encourage all patients and staff to cover their mouths when coughing or sneezing and wash their hands with the available hand sanitizers found throughout the office.

Our surgical team consists of highly trained and educated assistants, ranging from surgical technicians to registered nurses, all of whom are registered and/or licensed in Maine for your care as well as your radiography. Our entire assisting team is BLS, ACLS, PALS certified as well as certified by the American Association of Oral and Maxillofacial Surgeons DAANCE program to ensure the utmost safety for your procedure.

We want you to be happy, comfortable, and safe. We believe strongly in the Patient's Bill of Rights and Responsibilities (which is posted in our waiting room and available on our website). Should you have a grievance or safety concern, you may ask for a

grievance form from the receptionist. You may also ask to speak to any of the doctors in the practice to address your concerns.

We continually look for ways to improve your experience, and welcome suggestions. If you have an idea that could make your time with us better in any way, please put it in writing and deliver it to any member of our staff. You can also let us know how we are doing by filling out our patient satisfaction survey online on our website. We encourage all of our patients to be actively involved in their care, so please speak up and ask questions to anyone in the organization.

Again, welcome to our practice. We value your input and look forward to participating in your care!