[We see a wide shot slowly tilting down on an office building with lots of glass, surrounded by trees]

[We tilt up on a sign outside a door that reads “SUITE 430 Lakeview Dental Center Kent S. Zerr, D.M.D. Andrew R. Baker, D.M.D.]

[We hear a female patient, Natalie, speaking]

(Natalie)  
I came here for the first time because I was looking for a general dentist. My family and I decided to come here because Dr. Zerr took children and adults

[In the bright entrance area, a female patient walks through the front door of the practice. The walls are decorated with wooden designs that establish a rustic charm]

[The female patient walks through the door into the reception area]

[In the reception area, the female patient approaches the front desk with a big smile on her face]

[Another angle shows the front desk team member welcoming the female patient, nodding as the patient speaks]

[Dr. Zerr and Dr. Baker stand in the sterilization area engaged in conversation]

[We see the female patient sitting in the reception area conducting her interview. A graphics on screen identifies her as Natalie Him]

(Natalie)  
This practice makes me feel welcome and comfortable by their communication. When it comes to letting me know what is happening, whether it be a bill or a procedure with my children, with myself, they communicate very well and making sure that I understand what is going on throughout the procedure or when it comes to billing.

[Natalie sits in a dental chair, smiling and listening as Dr. Baker speaks to her]

[Natalie is led through the practice by one of the team members]

[Dr. Kerr and Dr. Baker stand in front of a computer monitor, looking at a 3D x-ray of a patient’s teeth]

[Dr. Baker and a team member stand in front of a different computer monitor, discussing a patient’s x-ray]

[A close-up shot shows Dr. Baker pointing to something on the x-ray]

[We return to the shot of Natalie conducting her interview]

(Natalie)  
If somebody wanted to come to this practice, I would let them know that they are going to feel comfortable and at ease. It is really hard to go to dentists. A lot of people have a fear, but not when you come here. They make you feel comfortable and relaxed.

[Natalie sits in a dental chair with Dr. Zerr sitting next to her. He speaks with a friendly demeaner as Natalie smiles and listens[

[A close-up shot of Natalie’s face shows her nodding and saying “okay”]

[A close-up shot of Dr. Zerr shows his kind expression as Natalie speaks to him]

[We return to the shot of Natalie conducting her interview]

(Natalie)  
From check in to your procedure, to your cleaning, to your root canal, to whatever you have to get done. You feel it as a adult and you feel it as a child. When I recommend people to come here and they are worried or scared about coming, they have come here and they have seen the difference.

[Natalie sits in a dental chair as one of the assistants speaks to her]

[We see a close-up shot of Natalie looking comfortable as the assistant speaks to her]

[A close-up shot of the assistant shows her continuing to speak in a friendly manner]

[We return to the shot of Natalie conducting her interview]

(Natalie)  
 Some people have not gone for years because they are afraid, but after they come and see doctors there and Lakeview Dental, they are more than happy to schedule their regular appointments.

[A final screen shows the Lakeview Dental Center logo]