



## **Katonah Dental – Daria Grillo D.D.S & Melissa Rodgers D.M.D**

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### **Patient Office Policy**

**First Visit Information** Our goal is to provide you with high quality, comprehensive dental health care. If you have medical issues that may affect your ability to accept dental treatment, please inform us when making appointments. If we are aware of your particular needs, we will make every effort to accommodate them.

Regulations prevent us from prescribing medication to anyone who is not a current patient of the practice. Therefore, if a medical condition requires you to take medication prior to undergoing any dental procedure, including routine cleanings, the medication must be prescribed by your current physician prior to your first visit. After the initial visit, required medication can be prescribed by our office.

**Appointments** We attempt to schedule appointments at your convenience, at available times. Extensive procedures are scheduled in the morning. Because extensive procedures may be prevented by regular cleanings and examinations, interruptions in your personal/work schedule can be kept to a minimum by maintaining regular dental care.

We consider your time very valuable. Despite our careful scheduling, emergencies may occasionally cause a delay. If your scheduled time will be affected due to an emergency case, we will attempt to notify you ahead of your appointment. You will receive our high-quality dental care despite any schedule shift. We also understand that emergencies may occur in your schedule. Appointed times are reserved exclusively for each patient, so we ask that you notify our office 24 hours in advance of your scheduled time if you are unable to keep an appointment. If you do not call to cancel, and fail to arrive as scheduled, you will be charged a broken appointment fee of \$50.00. If you miss three (3) consecutive appointments without appropriate notice, you will be responsible to pay for your missed appointments and will be double-booked for any future appointments, which may result in extensive delays in your schedule.

**Records/X-Rays** If you need copies of your dental records/xrays, we will be happy to provide them for a \$25 fee. We are required by law to retain originals on file.

**Insurance Claims** Patients are expected to bring their insurance card with them to each appointment. Insurance we accept may change at any time without notice. As of the writing of this policy, we accept Delta PPO, Guardian PPO and Connection Dental PPO. Please check with us regarding your specific plan prior to your appointments. Should you have questions about your plan, please contact Member Support at your insurance company directly. The phone number should be on the back of your insurance card. Please keep us informed of all insurance changes as they occur, as even small changes may affect your coverage.

When possible, we will file insurance claims as a courtesy to our patients. If we do not have a contract with your insurance company, you are responsible for all insurance follow-up. Therefore, we are not responsible for how your insurance company handles claims and we cannot guarantee insurance payment on any claim. Although we make every attempt to file claims accurately and to resolve errors should they occur, we are not responsible for errors in filing your claims.

**Co-Insurance / Co-Payment** *Co-Payment* is a pre-determined fee paid by the patient, directly to our office at the start of each appointment as determined by your insurance company. Co-payments are incurred only from insurance companies with which we participate. *Co-Insurance* is often a percentage of the total fee for service due from the patient at the appointment (i.e. 20% of the fee for service). If we do not participate with your insurance, you will be responsible for the difference between insurance reimbursement and the fee for services provided.

Full payment is due at the time services are rendered, unless other arrangements have been made with our office in advance.

**Payment for Services Rendered** Our office accepts Visa, Discover, MasterCard, and CareCredit. As a service to our patients, we are pleased to provide information for the CareCredit medical credit program. With CareCredit, you can finance 100% of your dental care with no interest for one year, no upfront costs, no annual fees, and no pre-payment penalties. Therefore, you can begin your treatment immediately and pay convenient low, monthly payments.

You are responsible for any balance on your account after 30 days, whether insurance has paid or not. By law, your insurance company is required to pay each claim within 30 days of receipt, and we file claims in a manner such that your insurance

company will receive claims within days of the treatment. If you have not paid your balance within 60 days, a finance charge may be added to your account each month until paid. If you have not paid in full within 90 days of service, your account may be frozen and referred for collection. No further services will be provided until the outstanding balance is paid.

I hereby acknowledge that I have read and understand the above Katonah Dental Patient Office Policy.

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Patient (or parent/guardian if patient is a minor)  
Date