



**DELTA DENTAL**  
**DC 37 Customer Service Center**  
Toll-free (888) 523-DC37 (3237)

Monday through Friday  
8:00 am to 8:00 pm ET  
[www.deltadentalins.com/DC37](http://www.deltadentalins.com/DC37)

## JORALEMON DENTAL SERVICES, P.C. DENTAL CENTER POLICIES

**Manhattan Center**  
115 Chambers Street  
New York, NY 10007  
(212) 766-4440

The following are policies of the Dental Center. These policies are provided to each patient for their review and signature at their initial appointment and before beginning dental treatment. A copy will also be provided to you.

**Your First Appointment:** When your first appointment is scheduled, you will be assigned a General Dentist. Due to the volume of patients seen at the center, it is not feasible to have patients select their Dentist. The Dentist will refer the patient to a Hygienist. If necessary, specialty care will be provided for active patients of the Center. Children under 18 years must be accompanied by a parent/guardian for the first visit, treatment plan visit, extraction visit, and possibly other visits, as required by the Dentist. Please note the Center renders limited treatment on a case-by-case basis to patients with implants. Please let us know in advance of your first treatment if you have implants.

**Your Dental Benefit:** DC 37 Health & Security Plan limits your dental benefit to \$1,700 per year based on the Plan's Dental Fee Schedule. Expenses indicated on your Explanation of Benefits (EOB) statement as "Balance Due" are the member's responsibility. Please discuss your treatment plan with your Dentist or Treatment Plan Coordinator and any anticipated out-of-pocket/non-Plan covered expenses. If you have other dental insurance coverage, we will submit a dental claim to your other insurance carrier for reimbursement. This is called "Coordination of Benefits."

**Visits by Appointment Only:** All visits are by appointment only. Emergency visits are also by appointment and are not treated on a walk-in basis. If you have an emergency, you must call the Center early in the day. The screening dentist will advise you how to proceed.

**No-Shows:** A patient will be considered a "no-show" if s/he fails to appear for a scheduled appointment, or gives the Center less than 24 hours notice to cancel an appointment. If three (3) or more no-shows occur, within a twelve (12) month period, we will ask you to seek dental treatment outside the Center. If you are a no-show two (2) or more times for a Specialist appointment, we will also ask you to seek treatment outside of the Center. If as a first-time patient you fail to show for an appointment, you will need to seek dental treatment outside of the Center.

**Lateness:** Patients are seen by appointment only and time is allocated based upon the procedure(s) to be completed. If a patient is late for his or her appointment, we may not have sufficient time to do the scheduled work. In these cases, we reserve the option to reschedule your appointment. Habitual lateness will be treated as a "no-show."

**Cancelations:** A minimum of 24-hours' notice is required for an appointment to be canceled. Anything less than 24-hours notice will be considered a "no-show."

**Maintaining Your Active Patient Status:** The Center requires that patients return each year for a dental check-up. If more than two (2) years lapse from the date of last exam or continuous treatment by a dentist, you will not be given an appointment until you again place your name on the patient appointment list. The Center does not co-treat patients who are in active dental treatment outside of the Center, except for orthodontics.

*We offer this explanation of our policies to assist you. You are encouraged to ask questions for further clarification.*

My signature below indicates that I have been informed of the above Dental Center Policies and have received a copy:

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Member/Patient's Signature

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Date

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Please Print Name