

What We Offer, What We Ask

Location and Hours of Operation

We are located just off of Rt. 23 N (High Street), exactly one mile North of I 270, (between I 270 and Powell Rd./ Polaris Pkwy) on Northwoods Boulevard. We are in building #136. Our office hours are Monday -Thursday from 7AM – 5 PM. *Please call to schedule an appointment, as our clinical-hours can vary.*

Emergencies

Generally, we do not see “walk-ins”, but every effort is made to see patients calling with dental emergencies. Please understand that if you are seen on an emergency-basis, there may be a bit of a wait when you arrive, depending on our regular patient schedule, but we will help you as soon as we possibly can. Someone is on call 24/7/365 (614-433-7272, select Option 2) so you can always reach us for true dental emergencies.

Please call us if you need us.

Appointments and Reminder Policies

We make new patient appointments a priority, so please come with your questions about how we may help you. Please arrive a couple minutes before your appointment, if at all possible. Please do not miss your new patient appointment, or you may be required to pre-pay for the appointment in order to reschedule. Our hygienists pride themselves on their “on-time” schedule. If you are more than 15 minutes late for your appointment, you will likely be asked to reschedule. We understand things come up and we are all very busy, but please do your best to arrive on time. Regrettably, a pattern of missed appointments will result in additional charges.

Please make a note of your next appointment upon scheduling. In order to be compliant with the recent reforms of patient privacy practices (HIPAA), we do not send reminder postcards, but as a courtesy, will confirm appointments by personal email, text messaging, or phone call. If you must reschedule, please notify us at least 24 hours before canceling, so that we can try to accommodate another patient. ***Ultimately, you are responsible for remembering and keeping your appointment.***

Insurance and Billing policies and procedures

You must provide us with your insurance card or insurance information at each visit if you want the office to bill your insurance company. As a courtesy we will file a dental claim with your insurance. Remember, your insurance contract is between you and your insurance. We cannot guarantee that your insurance plan accepts this office as a participating provider; therefore, they may or may not pay for services rendered in this office. It is your responsibility to check with your insurance company to see if Dr. Raptou is covered under your plan. All insurance companies do not carry the same benefits; therefore, you are responsible to know what your insurance does or does not cover. Please be sure to inform us any time you have a change in your insurance company or benefits.

Financial responsibility is also addressed on patient registration forms. The responsible party agrees to pay any amount not covered by insurance within 30 days of billing. Failure to keep your account current may result in suspension of treatment. Delinquent accounts will be sent to a collection agency and you may be assessed a 35% service charge. We accept, cash, check, Visa, Master Card, Discover, and American Express. Additionally, we offer outside financing through **Care Credit.**

Under special circumstances, payment arrangements may be made with our office. If upon receipt of your statement, you are unable to pay the entire amount, please contact us at 614-433-7272 to discuss payment arrangements. We sincerely want to help you.

I have read and understand the policies of this practice.

Patient or Authorized Representative

Date