



**RILEY DENTAL**  
ASSOCIATES OF CENTRAL VIRGINIA

## **ABOUT OUR PRACTICE**

### **Office Hours:**

Monday – Friday: 8:00 am – 5:00 pm

### **Appointments**

We see all patients on a scheduled appointment basis, and we have reserved that time specifically for you. Our goal is to see each patient at their scheduled time; however, sometimes emergencies or difficulties with a prior patient may arise. If this occurs, our front staff will keep you informed of any delays.

### **Cancellations**

We understand that circumstances may require you to change your appointment. **If you are unable to keep your appointment, we do ask that you contact us 24-48 hours prior to the appointment time so that we may use this time for other patients who are waiting for dental services.** Because we make reminder calls 48 hours prior to all appointments, a fee will be charged for insufficient notice of cancelled or missed appointments.

### **Emergencies**

If you have a dental emergency, please contact our office immediately. If during office hours, we will work out a time for you to be seen based on symptoms and need. If after hours, call the office for instructions on how to reach the dentist on call. If you reach an answering machine, please leave a detailed message and the dentist will return your call in a timely fashion.

Please note that we cannot prescribe pain medication after hours or if we have not seen you for the condition causing the pain. You must contact us during office hours for any prescriptions. For refills, contact your pharmacy.

### **Recall Visits**

The key to good oral health is regular preventive care visits. Typically, patients should be seen every six (6) months for a cleaning and an examination. X-rays are generally taken once a year. For your convenience, we will attempt to schedule your next 6 month visit while you are in the office. We will send reminder post cards to the address on file, either notifying you that your appointment is approaching or that you need to make an appointment. We will also call to remind you of an appointment 48 hours prior to the scheduled date as well. Please make sure we have your correct address and telephone numbers on file.

## **Insurance and Payment Options**

As a courtesy to our patients, we will file all insurance claims free of charge. Our office is committed to helping you maximize your insurance benefits. You are responsible for any charges regardless of whether or not you have dental insurance; however, we will estimate what we anticipate your insurance will pay and collect the balance due at the time of service. Because insurance policies vary, we can only estimate your coverage in good faith, but cannot guarantee coverage due to the complexities of insurance contracts. Your estimated portion will be due at the time of service. You will be responsible for any unpaid insurance balance if insurance does not pay their entire estimated portion. If you have any questions, our courteous staff is always available to assist you.

Forms of payment accepted by our office are cash, check, VISA, MasterCard, Discover and American Express.

For major dental needs, a complete treatment plan will be outlined for you. If you have insurance, your treatment plan will be submitted for a pretreatment estimate of coverage. If you do not have insurance, then we offer same as cash Citi Health Card which offers 0% financing for up to one (1) year

## **Infection Control**

Our office houses the most state-of-the-art infection control centers available which complies with the Occupational Safety and Health Administration (OSHA) and Center for Disease Control (CDC) standards. For your protection, we use steam and dry heat sterilization of our instruments and hand pieces. Instruments are cleaned, wrapped and sterilized and kept intact until opened chairside during your appointment. We also use disposable products whenever possible.

## **Contact Our Office**

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