



# HARVARD UNIVERSITY

## Health Services

### Harvard Dental Service

114 Mt. Auburn Street, 7<sup>th</sup> Floor, Cambridge, MA 02138  
(617) 495-2063 | [huhs.harvard.edu/dental](https://huhs.harvard.edu/dental)

Dear New Patient,

Welcome to the Harvard Dental Service at Harvard University Health Services. Our staff is devoted to meeting your oral health care needs by providing the highest quality dental care in a professional and compassionate manner.

Your initial visit gives you the opportunity to meet your dental team and allows us to evaluate your oral health status. We will thoroughly examine your teeth, gums, and oral cavity, discuss any pertinent findings from your medical and dental histories and oral examination, take any necessary x-rays, and plan your dental treatment. **To help us do this most effectively, please take a few minutes to complete the enclosed medical history form and bring it with you to your first visit.**

#### **APPOINTMENTS**

When you make an appointment, that time is designated for you, and we firmly believe in the value of your time. We do our best to begin appointments at the scheduled time, but dental emergencies may occasionally cause unforeseen delays, and we ask for your patience when this occurs.

If you are unable to keep your scheduled appointment, please notify us at least 24 hours in advance. We reserve the right to charge **\$25.00 per unit of time (one unit equals 15 minutes) for any missed appointments**. This fee is not covered by your insurance provider.

#### **PAYMENT**

Payment is expected when services are rendered. We accept Delta Dental and Blue Cross Blue Shield Dental insurance plans. Payment can also be made by cash, personal check, MasterCard or Visa, payroll deduction (Harvard faculty and staff), and student term bill (Harvard students). Our staff can help to arrange payment plans, and provide assistance with pre-approvals and other insurance-related matters. Please do not hesitate to contact us with any questions or concerns at (617) 496-2017.

#### **URGENT CARE**

If you have an urgent concern, please call (617) 495-2063 and ask to speak with a staff dentist about treatment options. For urgent care outside of regular business hours, please call (617) 495-5711.

#### **FEE FOR DENTAL RECORDS**

To receive a copy of your dental record, you must pay a \$15 fee. The fee applies to all students, faculty, and staff who access services at Harvard Dental Service. The fee is waived for patients referred to an oral surgeon by Harvard Dental Service providers.

Thank you for choosing the Harvard Dental Service. We look forward to helping you achieve your optimal oral health and wellness.

Sincerely,

L. Michele Mardis, DDS  
Chief, Harvard Dental Service  
Harvard University Health Services