CEDARLINE DENTAL GROUP

Patient Guide & Policies

Knowledge Base Document 02 of 2 | www.cedarlinedental.example | November 16, 2026

Patient Care Center (all offices): (614) 555-0180 | Text (614) 555-0184 | Monday-Thursday 7:00 AM-7:00 PM, Friday 7:00 AM-4:00 PM, Saturday 8:00 AM-1:00 PM. Billing & Insurance: (614) 555-0185. After-hours emergencies: (614) 555-0189. Email: hello@cedarlinedental.example.

Offices & hours

Office	Address & phone	Hours
Short North	1010 North High Street, Suite 200, Columbus, OH 43201 (614) 555-0181 Languages: English and Spanish	Mon: 8:00 AM - 5:00 PM Tue: 7:00 AM - 7:00 PM Wed: 8:00 AM - 5:00 PM Thu: 7:00 AM - 7:00 PM Fri: 7:00 AM - 2:00 PM Sat-Sun: Closed
Dublin	5880 Frantz Road, Suite 150, Dublin, OH 43017 (614) 555-0182 Languages: English, Hindi, and Gujarati	Mon-Thu: 8:00 AM - 6:00 PM Fri: 8:00 AM - 3:00 PM Sat: 8:00 AM - 1:00 PM Sun: Closed
Westerville	77 South State Street, Westerville, OH 43081 (614) 555-0183 Languages: English and Spanish	Mon-Tue: 7:00 AM - 4:00 PM Wed: 10:00 AM - 7:00 PM Thu: 7:00 AM - 4:00 PM Fri: Closed Sat: 8:00 AM - 1:00 PM Sun: Closed

The last appointment of the day starts 1 hour before closing (30 minutes for emergencies).

Dental emergencies

Every office holds same-day emergency appointments each day it is open. Call (614) 555-0180 as early as possible. After hours, weekends, and holidays, call our emergency line at (614) 555-0189 to reach the on-call dentist, who returns calls within 30 minutes.

Go to the ER or call 911: Go to the nearest emergency room or call 911 for facial or neck swelling that affects breathing or swallowing, swelling spreading to the eye, a high fever with dental swelling, uncontrolled bleeding, or a possible broken jaw.

Knocked-out adult tooth: hold it by the crown, rinse gently without scrubbing, try to replace it in the socket or keep it in milk, and call immediately (best within 30-60 minutes). Do not replant baby teeth.

Appointment & financial policies

Booking	Request an appointment online at www.cedarlinedental.example/appointments, call our Patient Care Center at (614) 555-0180, text (614) 555-0184, or call your office directly. New and existing patients can book up to 6 months ahead.
New patients	New patients receive a link to complete forms online after booking; please finish them at least 24 hours before your visit (about 10 minutes). Bring a photo ID, your insurance card, and a list of medications. Records from a previous dentist can be sent to records@cedarlinedental.example.

Cancellations	Please give at least 24 hours' notice to cancel or reschedule. Missed appointments or cancellations with less than 24 hours' notice are charged $50 for hygiene (cleaning) visits and $100 for dentist appointments of an hour or longer. We waive the first missed-appointment fee. After two missed appointments in 12 months, we may ask for a deposit to book.
Late arrivals	If you arrive more than 15 minutes late, we may need to shorten your visit or reschedule so we can stay on time for the next patient. Please call if you are running late.
Minors	Patients under 18 must be accompanied by a parent or legal guardian at their first visit and for any treatment that requires consent (fillings, extractions, sedation). Teens 14-17 may attend routine cleanings alone once a signed consent form is on file.
Insurance	We are in-network with most major PPO dental plans and file claims for you with any dental insurance carrier, in or out of network. Plans change often, so please call our Billing & Insurance team at (614) 555-0185 or send us a photo of your card and we will verify your benefits before your visit. We do not currently accept Medicaid, Medicare Advantage dental plans, or DHMO/capitation plans; we are happy to refer you to a practice that does.
Payments	We accept Visa, Mastercard, American Express, Discover, Apple Pay, Google Pay, HSA and FSA cards, cash, and personal checks with ID. Your estimated portion is due at the time of service.
Financing	For treatment over $500, we offer 0% interest financing for 6 or 12 months through our third-party patient financing partner (subject to credit approval; longer plans available). For treatment over $1,000, we also offer an in-house plan: 20% down and the balance in 3 monthly automatic payments, interest-free.
Balances	Statements are due within 30 days. Call (614) 555-0185 to set up a plan.
Warranty	Crowns, bridges, and veneers are guaranteed for 5 years against defects with recommended cleanings.

Health, comfort & safety

Premedication	If you have had a joint replacement, have certain heart conditions, or have been told you need antibiotics before dental care, tell us when booking so we can coordinate with your physician.
Sedation	Nitrous oxide is available at every office and you can drive yourself home afterward. Oral conscious sedation (Dublin and Westerville) and IV sedation (Westerville) require a responsible adult to drive you home and stay with you for the rest of the day. For IV sedation, nothing to eat or drink for 8 hours before.
Pregnancy	Cleanings and most treatment are safe, especially in the second trimester. Tell us so we can avoid elective x-rays.
X-rays	Low-dose digital x-rays, usually bitewings yearly and a full set every 3-5 years.
Latex	All offices are latex-safe.
Language	Spanish-speaking team members at Short North and Westerville; Hindi and Gujarati at Dublin. Free phone interpreters are available in more than 200 languages at every office. ASL interpreters can be arranged with 5 business days' notice.
Accessibility	All offices are wheelchair accessible. Short North is on the second floor with an elevator; Dublin and Westerville are ground-floor.
Privacy	HIPAA-compliant. First copy of records each year is free, provided within 5 business days. Notice of Privacy Practices available at every front desk.

Holiday hours 2026-2027

Holiday	Date	Hours
Thanksgiving	Thursday, November 26, 2026	Closed (all offices)

Holiday	Date	Hours
Day after Thanksgiving	Friday, November 27, 2026	Closed (all offices)
Saturday after Thanksgiving	Saturday, November 28, 2026	Dublin and Westerville open 8:00 AM-1:00 PM
Christmas Eve	Thursday, December 24, 2026	Closed (all offices)
Christmas Day	Friday, December 25, 2026	Closed (all offices)
Week between holidays	December 28-30, 2026	Regular hours; extra cleaning appointments added for year-end insurance benefits
New Year's Eve	Thursday, December 31, 2026	Open 7:00 AM-12:00 PM (Short North and Westerville); Dublin 8:00 AM-12:00 PM
New Year's Day	Friday, January 1, 2027	Closed (all offices)
Memorial Day	Monday, May 31, 2027	Closed (all offices)
Independence Day (observed)	Monday, July 5, 2027	Closed (all offices)
Labor Day	Monday, September 6, 2027	Closed (all offices)