The Patient’s Guide to Services

NYU College of Dentistry
345 East 24th Street (corner of First Avenue)
New York, NY 10010

General Hours:
Monday — Thursday: 8:30 am – 8:00 pm
Friday: 8:30 am – 4:00 pm

Directions

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345 East 24th Street (corner of First Avenue)
New York, NY 10010

The authorized handicapped entrance for the College is located at 338 East 25th Street, between First and Second Avenues.

Access-A-Ride:

Subway:
- 6, N, R, F, C or E subway to the 23rd Street stop and transfer to the Eastbound M23 crosstown bus, to First Avenue and 23rd Street.

Bus:
- M15 Local & Select Bus Service (SBS) runs up First Avenue or down Second Avenue to 23rd Street.
- M23 crosstown bus east along 23rd Street to First Avenue.
- M16 crosstown bus east along 34th Street, down Second Avenue to 23rd Street and First Avenue.
- M21 bus along Houston Street, up Avenue C to First Ave and 23rd Street.

Car:
- The closest exit off the FDR Drive is 23rd Street.
- The closest parking garage is on 25th Street between First and Second Avenues.
Welcome!

NYU College of Dentistry provides quality, affordable dental care that is performed primarily by dental students, dental hygiene students, and postgraduate dental students, under the close supervision of licensed, experienced faculty dentists.

We strive to provide responsive, personalized care throughout your treatment, and we welcome your questions during the clinical decision-making process. Translation services are available for all languages, including sign language. Please notify your dental care provider of your needs.

Patient Care Directory

LOCATION
The main entrance to the NYU College of Dentistry is located at 345 East 24th Street at the corner of First Avenue (also known as the Schwartz Building) where you will be greeted by a Concierge who can help you find your way to NYU College of Dentistry treatment centers. Treatment is also provided in the adjacent Weissman Building, which can be accessed through the 421 First Avenue entrance.

GENERAL CLINIC HOURS
Monday–Thursday: 8:30 am–8:00 pm
(last appointment 6:00 pm)
Friday: 8:30 am - 4:00 pm
(last appointment 2:00 pm)

CONTACT US
Call our general information telephone number (212-998-9800) to:
• schedule a new appointment;
• obtain general information; and
• inquire about possible College closings related to the academic calendar, recesses, some federal holidays, and weather emergencies.

For additional information, please visit our website: dental.nyu.edu.

EMERGENCY CARE
For Emergency Services/Urgent Care, please call (212) 998-9660.
Urgent care for patients with loose or broken restorations/fillings, excessive bleeding, swelling, oral infection, and/or trauma is provided with no appointment necessary.

Treatment is available on a first come, first-served basis during the College’s normal clinic hours:
Monday - Thursday, 8:00 am - 8:00 pm; Friday, 8:00 am - 3:00 pm. Please note that patients must arrive by 6:00 pm, Monday - Thursday, to be evaluated and treated in the evening session, or by 2:00 pm on Fridays.

Emergency care is also available on most weekends and some holidays between 9:00 am and 3:00 pm.

Patients presenting for Emergency Services/Urgent Care will be charged a $75 fee, which covers the cost of a limited examination and required X-rays. Palliative procedures to relieve patients in pain will be charged an additional fee, based on services provided.

During all other times, patients with excessive bleeding, swelling, oral infection, and/or traumatic injuries should seek treatment at their nearest hospital emergency room. The closest emergency room to NYU College of Dentistry is the Bellevue Hospital Center Emergency Room located at 462 First Avenue (at 27th Street). You can call the Bellevue Hospital Center directly at (212) 562-3015.

PATIENT BILL OF RIGHTS
All patients are entitled to:

1. Understand and use these rights. If for any reason you do not understand or you need help, the NYU College of Dentistry MUST provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care.
6. Know the names, positions and functions of any staff involved in your care and refuse their treatment, examination, or observation.
7. A nonsmoking facility.
8. Receive complete information about your diagnosis, treatment, and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment.
10. Refuse treatment and be told what effect this may have on your health.
11. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
12. Confidentiality of all information and records regarding your care.
13. Participate in all decisions about your treatment.
14. Review your medical record without charge and obtain a copy of your medical record.
15. Receive an itemized bill and explanation of all charges.
16. Complain without fears of reprisals about the care and services you are receiving and to have the NYU College of Dentistry respond to you, and if you request it, to receive a written response. If you are not satisfied with the response, you can contact the New York State Health Department at (800) 804-5447.

PATIENT CONFIDENTIALITY
To protect our patients’ privacy and confidentiality, the New York University College of Dentistry strives to ensure the security of protected health information (PHI). As required by the Health Insurance Portability and Accountability Act (HIPAA) a Notice of Privacy Practices is provided to you on your initial visit. (A copy of this notice is available at: http://dental.nyu.edu/content/dam/nyudental/documents/noticeprivacypracticenyucd.pdf). This Notice describes how medical/dental information about you may be used and disclosed, and how you may get access to this information. It also describes the health information privacy practices of our institution, dental faculty, students, staff, and affiliated healthcare providers who work together to provide healthcare services at the College of Dentistry.

If you have questions about this notice or would like further information, please contact our Privacy Officer at (212) 998-9777.

PATIENT ADVOCACY
If a student doctor cannot answer a specific question or concern, you should consult the supervising faculty member or the Clinic Manager. If the issue remains unresolved, patient advocates are available to serve as intermediaries between the patient and College personnel. A licensed social worker is also available in the Patient Advocacy Office by walk-in or appointment.

The Patient Advocacy Office is located on the 3rd floor of the Schwartz Building, and can be reached at (212) 998-9460.

Clinical Services Provided
- Comprehensive dentistry
- Emergency dental services
- Endodontics (root canal)
- Esthetic dentistry
- Implants
- Oral and maxillofacial surgery
- Oral cancer screening
- Orthodontics (braces)
- Pediatric Dentistry (age 14 & under)
- Periodontics (gum disease)
- Prophylaxis (cleanings)
- Prosthodontics (crowns, bridges)
- Radiology (X-rays; CBCT scan)
- Special needs care for people with medically disabling, developmental, and/or acquired disabilities
- Special services for chronic dental pain and oral sores

Admissions Process
The First Appointment
If you are a new patient, your first visit will be to the New Patient Registration Center located on the 1st floor of the Schwartz Building (entrance at 24th Street). A Concierge is available to direct you.

At your first appointment, our team of oral health professionals will perform an admissions screening to review your medical and dental history, take appropriate X-rays, screen for oral cancer, and assess your dental needs. Once we have prepared and discussed a comprehensive treatment plan to address your individual needs and expectations, we will set up a schedule of regular visits.

You can save time at your first visit by completing the Patient Registration Form in advance and reviewing the list of required materials you will need to bring with you. This information can be found in the Patient Care section of our website (http://dental.nyu.edu/patientcare). Please note that you may need different documents for children’s dentistry (pediatrics).

Start of Treatment
Following completion of the admissions screening and treatment plan, you will be assigned to a dental hygienist, student dentist, or postgraduate dental student at a designated Patient Care Treatment Center. That person will be responsible for your required care. A faculty member supervises and evaluates every stage of treatment to ensure that you receive the highest quality care.
Patient Care Treatment Centers: Descriptions & Directory

COMPREHENSIVE CARE GROUP PRACTICES
Care provided by: Predoctoral (DDS) students
Location: Comprehensive Care Group Practices are located in the Schwartz Building: 2S, 3S, 4S, and 5S.

Patients who require routine dental care are assigned to the Comprehensive Care Group Practices. Such care includes operative dentistry (fillings), fixed and removable prosthodontics (crowns, dentures, and partial dentures) cosmetic dentistry (bleaching, veneers, laminates), endodontics (root canals), and basic periodontics (treatment for gum and bone, dental cleanings).

NYU College of Dentistry trains future dentists, whose curriculum is fully accredited by the Commission on Dental Accreditation (CODA). Accordingly, the person providing your treatment will be a dental student who has advanced to the patient-treatment phase of their training. All care is closely supervised by a licensed, expert faculty member to ensure that you receive the best care possible.

For information about receiving treatment at any of the Comprehensive Care Group Practices, please call 212-998-9800.

ADVANCED EDUCATION IN GENERAL DENTISTRY (AEGD)
Care provided by: Postgraduate (PG) dental students/residents
Location: Schwartz Building: 2S, 3S, 4S, and 5S.

The Advanced Education in General Dentistry (AEGD) program is accredited by the Commission on Dental Accreditation (CODA), to provide general dental care considered beyond the scope of the four-year predoctoral DDS program under the direct supervision of expert faculty. It encompasses all aspects of general dentistry. The program includes a strong emphasis on the treatment and management of the medically-compromised patient, treatment of implant restorations, treatment planning, and emphasis on 3-D imaging and evaluation.

For information about receiving treatment at the AEGD program, please call 212-998-9800.

SPECIALTY TRAINING (ADVANCED EDUCATION) PROGRAMS
Care provided by: Postgraduate (PG) dental students/residents
Assignment of patients to the Advanced Education Specialty Training Programs is made based on the complexity of the patient's treatment needs.

NYU College of Dentistry also trains general dentists to become specialists, and, depending on the complexity of your needs, these specialty training students may contribute to or provide your care. These specialists-in-training also work under the direct supervision of expert faculty dentists. The College offers specialty patient care in endodontics, oral and maxillofacial surgery, orthodontics, pediatric dentistry, periodontics, and prosthodontics, all of which are accredited by the Commission on Dental Accreditation (CODA). Treatment in the postgraduate (Advanced Education) clinics is appropriate for patients requiring complex multi-specialty and/or specialty-specific care that is beyond the scope of care offered by DDS students in the Comprehensive Care Clinics or the AEGD program.

NYU College of Dentistry offers Specialty Training Programs in:

- **Endodontics**
  Services include prevention and treatment of pulpal (nerve) infections and diseases, including root canals.
  Location: 7th floor, Weissman Building
  Contact: (212) 998-9677

- **Oral and Maxillofacial Surgery**
  Includes the diagnosis, surgical, and adjunctive treatment of diseases, injuries, and defects involving both the functional and aesthetic aspects of the hard and soft tissues of the oral cavity. Services include dental extractions, treatment of impacted teeth, removal of cysts and tumors of the jaws, surgical placement of dental implants, hard and soft tissue grafts, biopsies, evaluation for surgical correction of malformations of the jaws, reconstruction of jaw defects and treatment of facial trauma. Treatment with deep sedation and general anesthesia is available.
  Location: 2nd floor, Schwartz Building
  Contact: (212) 998-9660

- **Orthodontics**
  Treatment of teeth alignment conditions using corrective appliances (braces and invisible aligners). Services include fixed and removable orthodontic appliances, accelerated (fast) treatment, and growth guidance. Treatment is available for children, adolescents, and adults.
  Location: 6th floor, Weissman Building
  Contact: (212) 998-9514

- **Pediatric Dentistry**
  Pediatric dental treatment and disease prevention for children (up to 14 years of age), with special facilities for infants and special needs patients. Services include preventive care, dental treatment under sedation or anesthesia, and urgent dental care. Community and school-based services are also available.
  Location: 9th floor, Weissman Building
  Contact: (212) 998-9650

- **Periodontics & Implant Dentistry**
  Prevention and treatment of diseases of the gingiva (gums), bone, and supporting tissues surrounding the teeth. Implant-supported replacement of single and multiple teeth using the latest in surgical and prosthetic implant technology. Treatment with conscious (moderate) sedation is available.
  Location: 5th floor, Weissman Building
  Contact: (212) 992-7040

- **Prosthodontics**
  Modern and advanced techniques for aesthetic and functional reconstructions including the use of computer technology. Care is provided for a variety of congenital and acquired defects. Services include fixed prostheses (crowns, laminates, bridges, and implants) and removable prostheses (replacing missing teeth with complete or partial dentures), which are constructed using the latest dental technology and materials.
  Location: 4th floor, Weissman Building
  Contact: (212) 998-9518

Patient Care Treatment Centers: Descriptions & Directory continued on next page
CONTINUING EDUCATION PROGRAMS

Depending on the treatment plan developed to meet your personal oral healthcare needs, your dental care may be provided by one of the Continuing Education Programs listed below.

**Rosenthal Institute for Esthetic Dentistry**
Treatment features current and emerging techniques in esthetic dentistry, implant dentistry, and full mouth rehabilitation in a setting that combines the look and feel of the finest private dental practices in New York City.

*Care provided by:* Licensed dentists
*Location:* 1st floor, Weissman Building
*Contact:* (212) 998-9837

**Comprehensive Dentistry Program for International Dentists**
Treatment is provided in all phases of general dentistry, including operative dentistry (fillings), fixed and removable prosthodontics (crowns, dentures, and partial dentures), cosmetic dentistry (bleaching, veneers, and laminates), endodontics (root canals), and basic periodontics (treatment for gum and bone, and dental cleanings).

*Care provided by:* Internationally-trained dentists
*Location:* 7th floor, Weissman Building
*Contact:* (212) 998-9216

**Esthetic Dentistry Program for International Dentists**
Treatment is provided to improve esthetic considerations of the smile with fixed prostheses (crowns, laminates, and bridges) using the latest dental technology and materials.

*Care provided by:* Internationally-trained dentists
*Location:* 7th floor, Weissman Building
*Contact:* (212) 998-9677

**Implant Dentistry Program for International Dentists**
Treatment includes implant-supported replacement of single and multiple missing teeth using the latest in surgical and prosthetic implant technology.

*Care provided by:* Internationally-trained dentists
*Location:* 5th floor, Weissman Building
*Contact:* (212) 992-7040

**Oral Surgery Program for International Dentists**
Treatment includes diagnosis, surgical, and adjunctive treatment of diseases and minor injuries involving both the functional and esthetic aspects of the hard and soft tissues of the oral cavity.

*Care provided by:* Internationally-trained dentists
*Location:* 2nd floor, Schwartz Building
*Contact:* (212) 998-9660

**NYU Oral Cancer Center**
Care includes screening, prevention, and treatment of oral cancer using the latest diagnostic and treatment techniques.

*Care provided by:* Licensed dentists
*Location:* 2nd floor, Weissman Building
*Contact:* (212) 998-9835

For more information, please visit www.nyuoralcancer.org

**Bluestone Center for Clinical Research**
Ongoing dental and medical clinical research studies conducted. Patients may be eligible to participate in studies.

*Care provided by:* Licensed dentists
*Location:* 2nd floor, Weissman Building
*Contact:* (212) 998-9310

For more information, please visit http://bluestonecenter.org/

**Oral Medicine/Orofacial Pain Clinics**
Treatment for oral mucosal lesions (mouth sores/bumps/growths), salivary problems (dry mouth), taste dysfunction, halitosis (bad breath), TMD (jaw joint or jaw muscle problems/pain), and other oral-facial pain conditions such as trigeminal neuralgia, neuropathic pain, and neurovascular disorders.

*Care provided by:* Specialist faculty together with fourth-year DDS students
*Location:* 8th floor, Weissman Building
*Contact:* (212) 998-9887

**Special Needs**
Special patient care dentistry is provided by fourth-year DDS students under the close supervision of licensed faculty to those patients who have medically disabling, developmental, and/or acquired disabilities. Communication with all members of the healthcare team (family, caregivers, physicians, and social services) is essential to successful treatment outcomes.

*Care provided by:* Predoctoral (DDS) students
*Location:* 1st floor, 1B - Schwartz Building
*Contact:* (212) 998-9888

**NYU Dental Faculty Practice**
A group of distinguished NYU Dentistry faculty provide care in General Dentistry and Advanced Specialties in a private practice setting.

*Care provided by:* Licensed dentists
*Locations:*
- Greenwich Village: 726 Broadway, Suite 350 (212) 443-1300
- NYU Medical Center: 530 First Avenue, Suite 9QQ (212) 263-7552
Insurance, Payment and Fees

The NYU College of Dentistry’s tripartite mission of patient care, education, and research enables us to offer our services at lower fees than those at most private practices in the New York metropolitan area.

Payment methods include self-pay, Medicaid, various Medicaid Managed Care programs, and several private insurance plans. If you would like to confirm whether the NYU College of Dentistry accepts your plan, please contact the Clinic Manager of your designated Patient Care Treatment Center. You may also call your plan directly or call the College of Dentistry Telephone Service Center at (212) 998-9800. Third-party financing options are available for patients requiring a payment plan.

More information on insurance plans accepted and payment plan options can be found on our website: http://dental.nyu.edu/patientcare/insurance-medicaid-information.html

Payment for services is due at the beginning of each visit or prior to treatment completion for procedures requiring multiple appointments.

Acceptable payment methods include cash, checks (with proper identification), money orders, credit card (Visa, Amex, MasterCard or Discover), many Flexible Spending Account (FSA) cards, and New York State Medicaid (with a valid Medicaid card). Credit card payments cannot be accepted over the phone.

Online payments for treatment are available by visiting: https://www.nyu.edu/dental/events/patientpayment

Stu-Dent Plan

NYU and non-NYU students enrolled in the Stu-Dent Plan receive diagnostic care, restorative treatment, and preventive care as part of the plan and discounts of up to 20% on services not included in the plan.

Care provided by: Senior DDS and Dental Hygiene students

Location: NYU Dental Faculty Practice (726 Broadway, Suite 350, New York, NY 10003)

Contact: (212) 443-1313; Weekdays between 9:00 am and 8:00 pm

For more information on services covered, eligibility, and fees, please visit: http://dental.nyu.edu/patientcare/stu-dent-plan.html

Patient Responsibilities

- Please arrive 15 minutes prior to your scheduled appointment. Upon checking in at your designated Patient Care Treatment Center, the Patient Services Representative (PSR) will notify your dental care provider of your arrival.
- We understand that unexpected events occur. If you must reschedule your appointment, kindly provide at least 24-hours’ notice by contacting your dental care provider or calling (212) 998-9800. Frequently missing appointments without notification could lead to dismissal from the College.
- For the best possible care and safety, please be sure to provide accurate and complete health information, including medications and past or present medical conditions, and any changes in medical history since your previous visit. You may wish to create a list of medications you are currently taking, and bring it with you. Please remember that over-the-counter (aspirin, ibuprofen) and alternative therapies (herbs, supplements) are considered medications.
- Patients with insurance will need to present their photo identification and insurance card during each visit. You must also inform your dental care provider and/or the Clinic Manager at your designated Patient Care Treatment Center of any updates in your contact information and/or insurance plan.
- The College takes pride in maintaining a high level of professionalism. Please limit your communication with College personnel, including the dental care provider, to matters pertaining to your treatment. Also, please remember to be respectful to College personnel, other patients, and College property. Failure to abide by this code of conduct could lead to dismissal from the College.
- As a patient you have the right to a thorough understanding of your treatment plan and are expected to abide by your financial agreements. Support is available by calling your dental care provider and/or the Clinic Manager at your designated Patient Care Treatment Center.

Frequently Asked Questions

Where can I get a copy of my patient health record and/or radiographs (X-rays)?

Patients are entitled to a copy of their records, including radiographs (X-rays). Please see the Clinic Manager at your designated Patient Care Treatment Center to complete a Release of Information form. Note that it may take up to 48 hours to process the request.

What happens with my ongoing treatment once my student dentist graduates?

Before a student dentist graduates, all of his/her patients are reviewed and transferred to other student dentists. Any preferences you express will be taken into consideration.

What documentation is required when accompanying a minor for dental care?

If you are not the parent/legal guardian of a patient under the age of 18, you must bring valid, court-issued documentation in order for the minor to be admitted for treatment. For the safety of our patients, we cannot make any exceptions.

What services does NYU College of Dentistry provide for the handicapped or disabled?

NYU College of Dentistry provides all of the services required under the Americans with Disabilities Act, including sign language interpretation for the hearing impaired. Your student dentist will make the necessary arrangements on your behalf.

The College does not provide transportation for appointments. Patients with qualifying disabilities may arrange transportation by contacting Access-A-Ride at (877) 337-2017. The handicapped-accessible entrance to the College is located at 338 East 25th Street (between First Avenue and Second Avenue).