



Welcome to Romine Family Dental!

As a Topeka native, I feel incredibly blessed to be able to practice in the community I call home. I am truly grateful that you've chosen to trust my team and me with such an important part of your health care.

Whether you're a long-time patient or this is your first visit, I wanted to take a moment to share some thoughts and provide clarity on our office values and financial policies. My hope is that this will help prevent any confusion and ensure a positive experience.

At Romine Family Dental, we are a team of skilled professionals committed to building strong relationships and delivering exceptional care. While my personality is generally easy-going and even a bit goofy at times, I take my responsibility as your dentist very seriously. You can always expect me to be honest and direct—especially when it comes to helping you or your child maintain long-term oral health.

If I ever give you a hard time, please know it's because I care. Dental work, no matter how well done, won't last without proper care at home. In nearly every case, I believe that what God gave you is better than anything a dentist can replace—so it's essential to take care of it.

I also want you to know that I hold myself to a high standard of fairness. I use the same labs, materials, and decision-making process for my immediate family as I do for every patient who walks through our doors. My goal is to build a practice with patients who value and appreciate the hard work my team and I put in every day.

For those of you who have been with us for a while, I hope you've noticed the ways we've worked to improve your experience. We've added new technology, upgraded our software, expanded our procedures, and even refreshed the office décor.

Finally, I'm proud to share that we are the only rotation site in Kansas for dental students from the University of Nebraska Medical Center. We also periodically host rotations for dental hygiene and dental assistant students. These future professionals bring fresh ideas and energy to our office—and help us continue striving for excellence every day.

Thank you again for choosing Romine Family Dental. We're honored to serve you.

Warm regards,

Dr. Jarrett Romine

Romine Family Dental

Pediatric Patients

One of the things I enjoy most about being a dentist is that I get to care for people of all ages—from toddlers to seniors. I'm proud that Romine Family Dental is truly a family practice, and it brings me great joy to treat patients from age 1 to 100.

I follow the American Academy of Pediatric Dentistry's recommendation that children be seen within six months of their first tooth erupting, or by their first birthday—whichever comes first. These early “happy visits” help us monitor your child's development, get them comfortable in a dental environment, and provide valuable guidance to parents on home care and nutrition.

As children grow, these early visits often transition naturally into routine cleanings. When more extensive treatment is needed, I can often take care of it right here in the office. That said, I do have clear boundaries for what we provide in-house:

- I do not sedate children in our office.
- I will never physically restrain a non-cooperative child.
- In cases where sedation or specialized pediatric care is necessary, I will refer you to a pediatric dental specialist—either at your request or based on my clinical judgment.

If you choose to take your child to a pediatric dentist for routine care, I completely understand. We're lucky to have some excellent pediatric dental specialists right here in Topeka!

Questions About Treatment

I'm always happy to discuss your treatment in person. That's the best time and place to ensure you have accurate, clear information directly from me.

Please **do not call, text, or email** with detailed treatment questions. This doesn't mean we're not here for you—my team is always happy to answer questions about scheduling, expected appointment length, or general information. But if your question is technical or specific to a complex treatment plan, it's best saved for an in-person discussion.

Also, please understand that my office manager, while excellent at what she does, is not a dentist. It is not her role—or within her ability—to explain every clinical detail. That's my job, and I'm committed to doing it clearly and thoroughly when we meet.

After-Hours Emergencies

If you experience a dental emergency outside of our normal office hours, you can call the main office line and follow the prompts to be connected to my cell phone. I'll do my best to answer or respond as soon as possible.

If the situation requires in-person care, I will try to arrange staff coverage and accommodate you when I can. However, **for safety and legal reasons, I do not meet patients at the office alone.**

If you or your child are experiencing **severe swelling, trauma, or difficulty breathing**, please go directly to the **emergency room**.

On occasion, I may give you my cell number to receive a photo or other info for quick triage or to call in a prescription. Please keep in mind:

- Having my cell number is not permission to text about treatment issues
- Due to HIPAA regulations, I will not respond to treatment questions over text.

Financial Policies

This section is here to provide transparency and help avoid misunderstandings. My team and I are committed to offering high-quality care, and part of that includes running a sustainable business so we can continue serving this community for years to come.

Insurance and Payment Expectations

- If you do not have insurance or if a co-pay is expected, **payment is due at the time of service.**
- Insurance is an agreement between you and the insurance company. All balances are the responsibility of the patient regardless of the insurance.
- Insurance coverage varies widely. We use industry averages to estimate your co-pay, but this is only an estimate. You may have a remaining balance after insurance processes the claim.
- We submit insurance claims as a courtesy, but if we don't have the correct info, you'll be responsible for the full payment. You're always welcome to submit the claim yourself if needed.
- It is **your responsibility** to:
 - Know your insurance plan.
 - Provide accurate and complete information
 - Provide dental insurance (not medical) cards.

Limitations of Coverage

Some services may not be covered, depending on your plan. If a procedure is not covered, the cost is your responsibility.

If you request adjustments to dentures, night guards, or bite on work **not performed by me within the last year**, there will be a charge. We will submit it to insurance, but these services are often not covered.

Financing Options

We work with **CareCredit**, which offers financing for patients who need it. Please ask our team if you'd like help applying or understanding your options.

Missed Appointments

If you need to cancel, please let us know as early as possible. **Appointments canceled within 24 hours** will incur a **\$30 fee** for appointments with the hygienist and **\$50 fee** for appointments with the dentist. We understand that emergencies happen, but to be fair and consistent, we apply this policy universally.

We only see a limited number of patients each day and never overbook. Every appointment slot is important—late cancellations prevent us from helping others who may need urgent care.

Collections Policy

If you have an outstanding balance, we'll contact you via text (with a secure payment link) or mail an invoice to the address on file.

If your account becomes delinquent and legal action is required to collect payment, **you will be responsible for any and all court or collection costs.**