



What is the best way to contact Orthodontic Harmony? The best way to reach us is via phone at 914.923.5089 during regular business hours (M-F, 9AM-5PM). If you call outside of business hours, please leave a detailed message on our voicemail and we will return your call during business hours.

What should I do when I arrive for an appointment? After you park, please call us at 914.9235089 from the parking lot to inform us that you have arrived.

If I can't keep my original appointment, how do I reschedule? If you are unable to keep an appointment, call us at 914.923.5089 as soon as possible. Our patients are appointed ~ 6 weeks in advance, so we encourage you to make arrangements to keep your original appointment whenever possible.

What is considered an orthodontic "emergency" and what should I do? An urgent orthodontic need is one where you are experiencing moderate to severe bleeding or swelling. If this is the case, please call our office at 914.923.5089 and follow the recorded instructions on how to contact us in the case of an urgent need.

I'm not feeling well. Should I still come to my appointment? No, we ask that you please prioritize your healthy and safety, and call us at 914.923.5089 to reschedule.

Can you swap my appointment time with another patient's appointment time? Appointment times are reserved exclusively for each patient, so we are unable to swap appointments.

An orthodontic bracket or button came off. What do I do? Please [click here](#) for orthodontic comfort tips. Please call our office at 914.923.5089 to inform us, too.

My insurance changed. When should I inform the office? Call the office at 914.923.5089 as soon as you are aware of your new insurance to provide us with your new policy's information.

What should I do if I need to update my primary form of payment? Please call our office at 914.923.5089 to update your payment information. We cannot accept credit card or bank information via email or text message as this is protected and secure information.

What should I do if I misplaced my aligners? Please use the previous set of aligners and call us at 914.923.5089 to let us know and we will provide you with further instructions.

I'm getting teeth extracted, crowns placed, cavities filled or other restorative. What does Orthodontic Harmony need to know? Please inform our office if you have any planned dental work so that we can customize your orthodontic treatment plan to accommodate these modifications.

I want to be featured on the practice's Instagram. How can I be featured? Ask us and we will probably oblige!

I'm going to be late. Should I still come? It depends. If you are going to arrive at our office less than 10 minutes late, please call and give us the heads up. We kindly ask that any patient who will be more than 10 minutes late to kindly reschedule. As we are a small team that sees patients on time, we *do not have the ability to see patients beyond their scheduled time frame.*

What should I do if I or my child damaged a retainer, ran out of rubber bands or misplaced the expander key? Call us at 914.923.5089 as soon as you are aware and we can assist you.

Do I need to continue to see my family / general dentist during orthodontic treatment? Yes. You should be seeing your family / general dentist at least every six (6) months during orthodontic treatment.

Do I need to follow all care tips and instructions pertaining to my treatment? Yes, as this will allow you to attain the best possible result.