

## Scheduling Policies and Procedures

Most people seeking orthodontic treatment have other important obligations during the day. We have devoted considerable time and effort into designing our scheduling system so that it is a win/win for you, the patient, as well as our practice.

Here is what we want to do:

- 1.) We want to see you **on time** for each of your appointments.
- 2.) We want to have **adequate time** during each appointment to perform the necessary procedures scheduled for that day.
- 3.) We wish to **answer any questions you may have and update your treatment progress** at every appointment.
- 4.) We want to work with you as much as possible to schedule around your school or work hours as **we appreciate your obligations**.

In order to reach the goals we have set for our scheduling system, we have developed the following guidelines:

- ◆ Some appointments are long and may be made during school hours. We do try to see the maximum number of patients possible in the after-school hours.
- ◆ If you find that you cannot keep an appointment, please call the office at least 24 hours in advance. This will enable our office to reschedule you or your child's appointment and schedule another patient in that time slot.
- ◆ If you fail to show up for your scheduled after-school appointment without 24 hours notice, your next appointment will be scheduled in the morning.
- ◆ Please realize that **missed appointments or numerous appointment changes extend treatment time and may result in damage to the teeth and gums** due to a lack of supervision of the braces and associated tooth movement.
- ◆ After **three (3) no-shows or missed appointments without advance notice**, there will be a \$25.00 charge for failure to notify our office at least 24 hours in advance of cancellation of any future appointments.
- ◆ Because the schedule is carefully arranged, your late arrival may pose a problem and therefore may result in rescheduling.
- ◆ We make every effort to stay on schedule with you or your child's total treatment length, and **bond failures (loose brackets) will delay treatment**.
- ◆ After **five (5) bond failures**, there will be a \$25.00 charge for additional broken or loose bracket.
- ◆ Emergency appointments are seen the same working day at no extra charge. Please always call for an appointment.
- ◆ After hour emergencies will be seen if you are in pain.
- ◆ Office hours are from 8:30 a.m. to 5:00 p.m. Monday through Friday.

Please feel free to give us feedback about our scheduling system or about any other area of our service. We want to know when you are pleased, and we want to know if there is any way we may better serve your needs.

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Responsible Party

Date: \_\_\_\_\_