

APPOINTMENT POLICIES AND INFORMATION

Patient Name: _____ **Parent/Guardian Name:** _____

Our goal is to be the best part of your day. We make it a top priority to value your time. That is why we make every effort to stay on or ahead of schedule. Most adult patients work and all children attend school. Inconveniencing your work schedule or interrupting your child's studies, as infrequently as possible, is very important to our office, particularly if your child's school may not give attendance credit if he or she has not been present for at least 4 hours in the school day. However, undergoing orthodontic care will make it necessary to schedule some work or school time appointments. To ensure quality orthodontic care, it is imperative that our patients understand the manner in which we schedule our appointments.

In order to be fair to all patients, it is necessary that we alternate appointment times. If you have consistently been given after school appointments in the past, you will be required to alternate morning appointments beginning with your next appointment. We have always been happy to work around work/school schedules as often as possible. As stated we understand that parents work and children attend school, however you have committed to an ongoing orthodontia process. Most appointments are at six to eight week intervals, allowing plenty of time to notify employers and schools. We can provide you with necessary proof of orthodontic appointments (School/Work Excuses) for submission to verify absences or for insurance/flex plan accounts. Please note that patients who are behind in making payments will automatically be given morning or off-peak appointment times until the account is financially up to date. We want you to know that our staff will work hard to provide the finest orthodontic care. We too have families and children and understand your scheduling concerns. We will do everything we can to ensure that your treatment goes as smoothly as possible.

BRACES PLACEMENT, MOLAR BANDING, IMPRESSIONS FOR APPLIANCES, INVISALIGN & REPAIRS:

Appointments for the above procedures are more detailed and technique-sensitive. Therefore, our technique-sensitive appointments are scheduled early in the morning, **before 11 AM** and in the afternoon **before 3 PM**. Placing initial braces, impressions for retainers, Invisalign impressions, and other time consuming procedures are scheduled in the earlier parts of our day. We know you want us to be able to deliver quality care and spend the required time to complete longer procedures.

ADJUSTMENT APPOINTMENTS:

Routine office visits will be scheduled every 6 to 8 weeks to monitor your progress and make necessary orthodontic adjustments. In most cases, we can accommodate most of your patient's schedules. We see routine adjustment appointments all day long. Frequently, we are able to get your in and out of the office 20 minutes or less.

EMERGENCY APPOINTMENTS: (Please visit our 24/7 emergency website @ braceshelp.com)

Pain, swelling, bleeding, loose brace(s) or broken wires are the most common emergencies. This usually results from minor accidents involving trauma to the face or mouth. Eating the wrong types of foods, chewing gum, sports accidents or playing with the braces and wires are causes of broken appliances. Emergency patients will be seen as soon as possible, normally on or within a few days of calling. You will be given appropriate care at to additional fees or referred to your family dentist or another specialist for treatment, if necessary. If a brace is loose or a wire broken, we will only remove the broken parts to make you comfortable. We will then reschedule you for a repair appointment as soon as our schedule permits. Please understand that we have scheduled patients that appreciate being seen and treated at their scheduled time. We try not to have emergency visits disrupt anyone's previously reserved time. We thank you for understanding.

BROKEN OR MISSED APPOINTMENTS: (Please give us 24 hours notice to cancel a scheduled appt.)

Another appointment will be scheduled as soon as possible, but may require 2 to 5 weeks. An appointment during work or school hours may be arranged sooner.

Thank you very much for your understanding! If you have any questions or wish to discuss your appointment scheduling, please call the office.

I have carefully read, understand and agree to the scheduling information above.

X _____
Patient/Parent Signature

Date