



Orthodontic Appointment Policy

In order to ensure quality orthodontics care, it is imperative that both parents and patients understand the manner in which we schedule your appointments. Our goal is to be the best part of your day. We make it a top priority to value both you and your time. That's why we make every effort to stay on or ahead of schedule. Most parents work and all children attend school. Inconveniencing your work schedule and interrupting your child's studies as infrequently as possible is very important to our entire office. Since the vast majority of our patients are of school age, it is unavoidable that some school-time appointments will be necessary.

In order to be fair to all patients, we alternate appointments during school months. We will be glad to work around certain classes that are very important or ones in which your child may be having problems. We provide your child with school excuses for scheduled orthodontic appointments and it is important for your child to turn these in to the school appropriate official.

We want you to know our staff will work hard to provide the finest orthodontic care in the most convenient scheduling system possible for you and your child. We also have families and children and understand your scheduling concerns and will do everything we can to ensure your child's treatment goes smoothly as possible.

LONG APPOINTMENTS, BANDING AND BONDING: These are more detailed and technique-sensitive appointments. Therefore, these appointments will be scheduled during our quieter morning hours; between 9:30 AM and 11:30 AM.

EMERGENCIES: (Pain, swelling or bleeding) This usually results from trauma to the face or mouth. These patients will be seen as soon as possible and appropriate care given or referred to another specialist for treatment.

REPAIRS: (Loose bands or brackets, broken archwires or ties, broken appliances or retainers) These appointments are always scheduled during school hours at a specific time since they are long visits. The vast majority of your appointments over the course of treatment will be short appointments. By seeing our long visit patients during school hours, it leaves more room in our schedule to see more patients before and after school hours.

OFFICE CLOSURE: In the event of extreme weather conditions our office may close if it is deemed unsafe for staff and patients to drive to the office. Should a tropical storm/hurricane threaten our area, it may be necessary to close our office for appropriate preparations. Every effort will be made to contact the patients that are scheduled and to reschedule appointments once our office is deemed fit to reopen.

BROKEN APPOINTMENTS, LATE ARRIVALS AND OFFICE HOURS:

- Appointments not cancelled within 48 hours will be subject to a \$65 no show fee. Another appointment will be scheduled but may require waiting 4-6 weeks.
- If you arrive more than 15 minutes late for your appointment, you may be rescheduled for a later date.
- Office hours are 8:00 AM - 5:00 PM Monday through Friday.
Our office is closed for lunch 12:30 PM - 2:00 PM.