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## **Appointment Policy**

Patient Name: \_\_\_\_\_

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

Welcome to our practice. Our relationship with our patients is viewed with a deep sense of responsibility. We are seriously concerned about your dental health. We strive to give each patient the best quality orthodontic care possible.

In order to insure quality orthodontic care, it is important that our patients understand the manner in which we schedule our appointments. We value your time both as a patient and as a parent, and make every effort to stay on or ahead of schedule. Most of our parents' work and the children attend school. It is unavoidable that some school and work be missed. In order to maintain the quality of orthodontic care our patients receive, we need your help in keeping your appointments. We reserve your appointment time especially for you. Therefore, we need your help in keeping us on schedule so that you or our other patients are not kept waiting unnecessarily.

Therefore, patients arriving 15 minutes late for an appointment may have to be rescheduled. Please bear in mind that a broken appointment affects you and other patients who may need emergency care. School and work excuses are provided at each appointment as needed.

If for any reason you cannot keep your scheduled appointment, please call our office at least 24 hours in advance to notify us of the changes and reschedule your appointment.

**Long Appointments, Banding and Bonding:** are more detailed and technique sensitive appointments. Therefore, these appointments will be scheduled during our quieter hours.

**Emergencies:** pain, swelling, or bleeding. 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, archwires or ties, lost or broken appliances or retainers. These appointments are always scheduled during school hours at a specified time since they are for long visits. Fees may apply.

**Appointments broken or not cancelled within 24 hours:** another appointment will be scheduled but may require waiting 4 – 6 weeks since this is our normal rotation. An appointment during school hours may be arranged sooner. Fees may apply.

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Parent/Patient Signature