

APPOINTMENT POLICY

In order to ensure quality orthodontic care, it is important 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, and we make it a priority to value both you and your time. Therefore, we make every effort to stay on or ahead of schedule. We work hard to avoid disrupting your work or school schedule as much as possible.



LONG APPOINTMENTS (E.G., BONDINGS)

These are more detailed and technique-sensitive appointments. Therefore, these appointments will be scheduled during our quieter mid-morning hours.

SCHOOL / WORK HOUR APPOINTMENTS

The majority of our patients are school / work age; therefore, it is impossible to see everyone in the late afternoons. It will be necessary to schedule appointments during school / work hours. School / work excuses can be provided upon request.

EMERGENCIES

These include extreme pain, swelling, or bleeding, usually resulting from trauma to the face or mouth. These patients will be seen as soon as possible and either appropriate care will be given or a referral to another specialist as needed.

EXTRA CARE VISITS (MAINTENANCE OF BRACES OR APPLIANCES)

Check your appliances daily to ensure that nothing has broken or become loose. Please text the office to inform us of any issues so we can schedule the best time to address it, as we are unable to see walk-ins. We reserve time before lunch to address any issues that may arise during treatment (broken brackets, long wires, missing hooks, etc). If you are unable to come during these times, a comfort visit can be scheduled to remove any irritating pieces, but a repair appointment will need to be scheduled in the future to replace or repair any broken pieces. Repeated or excessive breakages, lack of compliance, and poor oral hygiene can result in lengthened or compromised treatment. Early removal of appliances may be recommended or additional fees may result as per our financial policies.

APPOINTMENTS CANCELED WITH LESS THAN 24 HOURS' NOTICE OR MISSED ("NO-SHOWS")

Another appointment will be scheduled, but it may require waiting six weeks to 8-10 weeks for a prime time appointment. An appointment before lunchtime can usually be arranged sooner. Consistently missing appointments can also lengthen treatment time and result in additional treatment overrun fees or discontinuation of treatment as outlined in our financial policies.

TARDINESS

Our team works very hard to respect your time, and we ask the same from our patients. If you are running late for an appointment, please text our office as soon as possible so that we can make any necessary adjustments or arrangements. We will do what we can within the time remaining, or the appointment may need to be rescheduled.

REGULAR APPOINTMENT INTERVAL

It is important that we see you on your recommended appointment interval, which can vary from every 4 to 12 weeks. If you move or attend school out of the area and are unable to attend appointments regularly in our office, we will work with you to transfer your care to a local office.

GENERAL DENTIST APPOINTMENTS

As treatment progresses, it is important to continue seeing your regular dentist at least every six months for a checkup and cleaning. It can be harder to keep teeth clean with appliances in the mouth, which makes routine oral hygiene appointments even more important.