

APPOINTMENT POLICY

In order to insure quality pediatric dental /orthodontic care, it is imperative that our parents and patients understand the manner in which we schedule our appointments. Understandably, many parents prefer to not miss work, and parents prefer that their children do not miss school for their dental visits. However, every pediatric dental/ orthodontic office faces the situation that there is only a limited number of after school appointments every week. The orthodontic maintenance/adjustment appointments usually take from 10-20 minutes,-and areas scheduled to enhance patient care and smooth patient flow Therefore, we reserve ortho appointments for appliance checks and progress check-ups since we can accommodate a greater number of patients for these shorter appointments. Longer appointments, repair appointments, restorative and surgical care appointments are scheduled during school hours and orthodontic patients are not seen on a 'walk-in' basis. Most parents work and all children attend school. Since the vast majority of our patients are of school age, it is unavoidable that some school is missed even though we make every effort to minimize this.

We will be glad to work around certain classes that are very important or ones in which your child may be having problems. School excuses are provided for each appointment and it is important for the patient to turn these in. Thus, our afternoon appointments are scheduled so as many patients as possible do not have to miss school. If the patient is a student, these appointments often can be arranged during study period, lunch time, recess, before school, or in-service days.

The following types of appointments will be handled as follows:

EMERGENCIES: Pain, swelling, or bleeding. These patients will be seen as soon as possible and appropriate care given. This usually involves trauma to the face/mouth due to an accident.

REPAIRS: Loose bands or brackets, broken arch-wires or ties, lost/broken appliances or retainers. These appointments are always scheduled during school hours at a specified time since they are for longer visits.

APPOINTMENTS BROKEN OR NOT CANCELLED WITHIN 48 HOURS: An appointment cancelled without 48 hours notice may be subject to a fee. Another appointment will be scheduled but may require waiting a few weeks since this is our normal appointment interval. An appointment during school hours may be arranged sooner. Your understanding in this matter is greatly appreciated, for we do not feel we can make exceptions for one person and still be fair to all others.

When you have to wait. We don't like it either, but occasionally there are unavoidable delays. It's not our intention to keep you waiting unnecessarily; however, we want to make sure your child receives the best care possible. Quality care and thoroughness take time.

When, at times it seems as though we are inflexible with our schedule, remember that we are trying very hard to be on time and fair to everyone.

Thank you so very much for your understanding and patience!

I have read and understand the above policy and agree to adhere to guidelines:

Parent's Signature

Date