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## **APPOINTMENT POLICY**

Most people seeking orthodontic treatment have important obligations during the day whether for work or for school. During active orthodontic treatment, the patient is seen every few weeks, and some of these appointments will conflict with school or work. For these reasons, this subject is most important, because it has a direct relationship to the length and quality of the orthodontic treatment result and also with the costs of treatment.

We have put much time and effort into designing our scheduling system with the advice of several experts in the field of orthodontic scheduling. We are committed to providing the highest quality of care for each and every patient. This involves the use of highest quality materials and well-trained and experienced staff personnel. It also requires a schedule that provides plenty of time during each appointment to do the necessary treatments and to give you information about the treatment or to answer questions. We also want to work with you around your school and work hours as much as possible. Thus, we need both structure and flexibility in the schedule. Certain types of treatment must be done at certain times depending on the procedure, availability of staff and equipment and other factors. Longer appointments are always scheduled during school and work hours.

Some patients and parents do not approve of themselves or their children being required to miss any school or work for appointments with the orthodontist. When these patients request preferential treatment it must be denied because it infringes on the rights of other patients.

Patients in our practice must consider orthodontic treatment of equal importance with school or work; not of greater importance but also not of lesser importance. If at any time you have a problem with your school authorities or work situation not giving you time to come for your orthodontic adjustments, please have them call our office. We will be happy to explain to them that orthodontic treatment is medical treatment on your body and this medical treatment must be accorded the importance it deserves for proper correction. A correct bite and an attractive smile are important factors in good physical and psychological well being. Regular visits for adjustments of the appliances are essential if we are to achieve a good result.

We know that our office cannot meet the scheduling needs of all patients. However, we can assure you that if you come to our office you will not feel like you are on an assembly line. Our schedule will allow you adequate time for a quality treatment visit and it will almost always allow you to be seen on time and not kept waiting overly long.

Your understanding of this program is most important since we are embarking on a close relationship of one (1) to three (3) years. If you have questions about the schedule you should call us immediately to discuss them. We have lengthened our hours and increased our days and staff to better serve our patients, but we cannot be all things to all people. If our scheduling system does not work in your particular case or if your needs have changed and you are in treatment, we will work to find another office which can better meet your needs or situation.

Please remember also that our commitment to excellence in orthodontic care will not change.

I have read and understand the above Appointment Policy.

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Signature of Responsible Party

Date