



Appointment Policies

OFFICE HOURS

Our office is open for patient care Monday through Thursday. Office hours vary slightly from day to day, but we are generally in the office from 8am until 4:30pm. Summer office hours may also vary. The office is closed on Fridays for administrative tasks.

MISSING SCHOOL/WORK FOR APPOINTMENTS

We understand that our patients have priorities beyond their orthodontic treatment (work, school, sports, etc.) and that it can sometimes be difficult to make time for appointments. We do our best to accommodate afterschool/after work appointment requests, but there will be times when it is necessary to miss school or work. The majority of appointments will be routine “adjustment” visits (typically done every 4-8 weeks) and these can generally be done during afternoon hours. If you or your child needs to miss school or work for an appointment, we will gladly provide you with an excuse slip confirming your appointment with us.

Examples of appointments that will be scheduled during the school or work day are:

- **Appointments to monitor dental eruption and check retainers.** Patients scheduled for these appointments are generally seen every 4-12 months and there is currently no charge for these visits. These appointments are scheduled Monday through Thursday at 2:30 and 2:45pm during the school year. Summer hours vary slightly (appointments available during early afternoon).
- **Longer visits such as taking records, placing and removing braces, making new retainers, etc.** These appointments are more detailed and technique-sensitive so they are scheduled during our quieter morning hours.
- **Repair appointments.** When brackets, wires, or other orthodontic appliances become broken, repairs may require additional time beyond what is set aside at normal adjustment appointments. In order to keep treatment progressing appropriately, we may ask that you schedule an appointment during morning hours for the repair.
- **Rescheduled “adjustment” appointments.** Adjustments are typically scheduled 4-8 weeks in advance. Therefore, it may be unlikely that an afternoon appointment is available if an appointment needs to be rescheduled within a few weeks of the visit. We may ask you to take an earlier appointment in order to keep treatment on track. We also have a cancellation list that you can request to be placed on so we can offer other appointments that become available.
NOTE: effective December 1, 2014, missed appointments or those cancelled within 24 hours of the appointment time will incur a \$40.00 charge that must be paid prior to the next visit.

NOTE REGARDING DAYS OFF SCHOOL

Because the vast majority of our patients are school-aged, days off school fill very quickly (sometimes months in advance). Therefore, we cannot guarantee appointments will be available in the time frame you or your child needs to be seen on these days. If you are interested in appointments on days off, please let us know as soon as possible so we can check our availability.

BROKEN BRACKET/APPLIANCE POLICY (ex: brackets, wires, retainers, etc.)

Routine adjustment appointments do not generally allow enough time to address broken appliances. Therefore, we ask that broken brackets, loose bands or broken appliances/retainers be called in prior to your appointment. Based on your treatment status, we will determine the urgency in addressing the situation and schedule accordingly. In order to keep treatment progressing appropriately, we may ask that you schedule an appointment during morning hours for the repair.

If a patient arrives for his/her regular appointment with a broken appliance that we were not notified of, we may need to reschedule the appointment to allow for additional time. This helps us run on time in fairness to all of our patients and ensures that we will be able to help you when you are here for appointments.

SCHEDULING OF NEXT APPOINTMENTS

In order to keep treatment progressing as quickly as possible, we suggest you schedule follow-up appointments ***at the time of your previous appointment***. The normal interval for seeing patients is 4-8 weeks, so our schedule is generally booked out that far. Therefore, it can be difficult to get an appointment in the time frame you/your child needs to be seen if you wait to schedule.

LATE ARRIVALS

Our office makes every attempt to remain on schedule throughout the day. We value your time and will do our best to keep you from having to wait. Late arrivals will be worked into the schedule if time allows or may be rescheduled to another day in fairness to other patients. Please call us if you know you will be running late, so we can potentially save you a trip to the office just to reschedule.

CONFIRMATION OF APPOINTMENTS

As a courtesy, we have an automated e-mail system that sends out appointment reminders 2-3 days prior to your visit. However, we do ask that patients/parents assume responsibility for their appointment time even if they do not receive an e-mail reminder. It is also your responsibility to keep us updated on any changes to your e-mail address so you can be sure to continue receiving e-mails from our office.

AFTERHOURS CARE

There are very few true emergencies in orthodontics. However, in the event that a problem with your braces causes *extreme* discomfort or an inability to eat or talk, emergency afterhours coverage is available. Our emergency phone # is 630-995-1311. When the office is closed, an assistant is available M-Th from 8am to 7pm, F from 9am to 5pm and Sat/Sun from 9am-12pm. If your call is unanswered during these hours, please leave a message. If you require immediate attention outside of these hours, please visit your local emergency room.

Acknowledgement of Receipt and Acceptance of "Appointment Policies"

Signature

Printed Name

Date