



Star Appointments & Policies

Our patients and their families are very important to us! We strive to provide our patients with "Star Treatment" at every appointment and to provide personalized attention to create an enjoyable experience that will transform their appearance, confidence, and ultimately their lives.



YOUR COOPERATION IS KEY

Successful orthodontic treatment is dependent on patient and parent cooperation. It is imperative that you attend all of your appointments, maintain good oral hygiene, avoid loose and broken appliances, and follow the orthodontist's instructions carefully. Lack of cooperation and participation on your part may result in lengthened orthodontic treatment time and less than ideal results. With your cooperation, we'll give you a beautiful smile that will last a lifetime.

RESCHEDULING & CANCELLATIONS

We see all patients in a 4-8 week rotation and our schedule is typically booked several weeks in advance. For this reason, we encourage you to keep your scheduled appointments to avoid delays in your treatment time. We do understand that occasionally an unforeseen conflict may occur with one of your scheduled appointments. **We require 48 hours notice for cancelled or rescheduled appointments.** Appointments broken or not rescheduled with 48 hours notice are subject to a fee. Please see your "Appointment Policy" contract for more detail.

PAYMENTS

For many patients, we set up monthly payments as a convenient way to meet your financial obligation for

**48 Hour Notice Required
for ALL rescheduled or cancelled
appointments**



orthodontic treatment. We wish to stress that frequency of treatment visits has no bearing on the monthly payment and thus, the monthly payment is due regardless of whether there was a treatment visit that month. **Accounts that are delinquent more than 10 days are subject to a service charge.** Please see your "Financial Agreement" for more detail.

**Accounts that are more than 10 days past
due are subject to a service charge.**



APPOINTMENTS

In order to provide quality orthodontic care, it is imperative that our patients understand the manner in which we schedule our appointments. We value your time and make every effort to stay on or ahead of schedule. For your convenience we offer appointments at a variety of times in an effort to accommodate your schedule.

While we make every effort to accommodate your busy schedule, please understand that some missed school/work will be unavoidable over the course of treatment. We are happy to provide school / work excuses for such appointments.

- Our schedule is designed to maximize the hours after school/work hours on weekdays and on Saturday. Appointment times during these "peak" hours are reserved for shorter appointments that don't require a lot of time in the chair or with a doctor. Scheduling this way allows us to see the maximum number of patients during these more popular hours.
- There are certain procedures that are more complex and require longer appointment times (60-90 minutes). These appointments are always scheduled during weekday morning hours to allow for adequate time for the procedure.

REPAIRS

Appointments to repair loose bands or brackets, broken archwires or color ties, and lost or broken appliances or retainers are always scheduled during weekday morning hours because they require extra chair time and doctor time (60-90 minutes). We are happy to provide a school or work excuse for these types of appointments.

**Many repair appointments can be avoided by avoiding sticky, chewy, hard, or crunchy foods that easily damage wires and brackets. For removable appliances such as retainers and expanders, always store in the storage case that we provide and never wrap in a napkin, put in your pocket or leave out where they can be easily damaged or lost.*

