

## OFFICE APPOINTMENT POLICIES

*OUR GOAL...* is to be the best part of your day. We make it a top priority to value both you and your time. That's why we make every effort to stay on or ahead of schedule. Inconveniencing your work schedule and interrupting your child's studies as infrequently as possible is very important to our office. However, it is unavoidable that some work-time / school-time appointments will be necessary. To ensure quality orthodontic care, it is imperative that our patients understand the manner in which we schedule appointments.

*OFFICE HOURS:* The office is open a full day Monday through Thursday. Friday, the office closes at noon.

*EMERGENCIES:* Patients who are in pain or have wires poking will be seen right away. Please call as soon as possible so we can arrange an appointment. For after hours emergencies, call the office number for further instructions.

*LONG APPOINTMENTS...* such as placing and removing braces, require an hour or more and are scheduled during school hours. Patients normally will have 2-4 of these longer appointments during the entire course of treatment.

*REPAIRS:* Appointments for repairing damage to the braces, such as loose brackets or bands, will be scheduled during school hours. Damage is usually caused by chewing gum or eating forbidden foods.

*ADJUSTMENT APPOINTMENTS:* Appointments for adjustments to your braces or check your retainers, usually 15-30 minute appointments, can generally be done outside of school hours. Seventy to eighty percent of your appointments will fall into this category.

*PRE-TREATMENT OBSERVATIONS:* Appointments to monitor your child's development in preparation for orthodontic treatment, generally 15-30 minute appointments, can quite often be scheduled outside of school hours. There is, however, a limited number of this type of appointment available after school.