



## YOUR ORTHODONTIC APPOINTMENTS

In order to ensure quality orthodontic care, it is imperative that both parents and patients understand the manner in which we schedule your appointments. 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. Most parents work and all children attend school. Inconveniencing your work schedule and interrupting your child's studies as infrequently as possible is very important to our entire office. Since the vast majority of our patients are of school age, it is unavoidable that some school-time appointments will be necessary.

In order to be fair to all patients, we alternate appointments during school months. We will be glad to work around certain classes that are very important or ones in which your child may be having problems. We provide your child with school excuses for scheduled orthodontic appointments and it is very important for your child to turn these in to the appropriate school official.

We want you to know that our staff will work hard to provide the finest orthodontic care in the most convenient scheduling system possible for you and your child. We also have families and children and understand your scheduling concerns and will do everything we can to ensure that your child's treatment goes as smoothly as possible.

**LONG APPOINTMENTS, BANDING AND BONDING:** These are more detailed and technique sensitive appointments. Therefore, these appointments will be scheduled during our quieter morning hours.

**SURESMILE APPOINTMENTS:** During the initial phase of treatment a 90-minute appointment will be required for an intra-oral bracket scan - this appointment is time and technique sensitive. Therefore, the appointment will need to be scheduled during our quieter morning or early afternoon hours.

**EMERGENCIES:** (Pain, swelling, or bleeding) This usually results from trauma to the face or mouth. These patients will be seen as soon as possible and appropriate care given or referred to another specialist for treatment.

**REPAIRS:** (Loose bands or brackets, broken arches or ties/broken appliances or retainers) These appointments are always scheduled during school hours at a specific time since they are long visits. The vast majority of your appointments over the course of treatment will be short appointments. By seeing our long-visit patients during school hours, it leaves more room in our schedule to see more patients after school hours.

**APPOINTMENTS BROKEN OR NOT CANCELLED WITHIN 48 HOURS:** Another appointment will be scheduled but may require waiting 4 to 6 weeks. An appointment during school hours may be arranged sooner.

### CONFIRMATION

All of our appointments are automatically confirmed the night before, by a system called "Sesame Calls." Please feel free to give us feedback on our scheduling system or any other areas of our service.

Thank you so very much for understanding

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