

LVL ORTHODONTICS

APPOINTMENT POLICY

When our office books your appointment, we are setting aside a dedicated chair and time slot just for you. We ask that if you must reschedule your appointment, you please provide us with at least 24 hours' notice. This courtesy makes it possible to give your reserved time slot to another patient who would be more than happy to accept.

There is a charge of \$75 for canceling or not showing up for scheduled treatment appointments with our Orthodontists.

Repeat cancellations or missed appointments will result in loss of future appointment privileges. This also includes late arrival times for appointments. If arrival is more than 15 minutes into your scheduled appointment time, we will need to reschedule your appointment for a better day and/or time to ensure we have adequate time to complete your scheduled appointment and to make sure we are able to seat others in a timely manner.

Every patient in our practice receives this unique reservation. When your appointment is made, a time is reserved, your materials are ordered, and we make special arrangements to be ready for your visit. Except for emergency treatment for another patient, you can expect us to be prompt. We, of course, would appreciate the same courtesy from you so we can make sure everyone is seen on time.

If you have any questions about this policy, one of our front desk team members or the Practice Manager would be happy to assist you.

I acknowledge receipt of this Appointment Policy for LVL Orthodontics and I will abide by the policy of this office through my time as a patient.

Patient Name: _____ Date: _____

Patient/Guardian Signature: _____

We do our best to see as many patients as possible after work or school, however, with the majority of our patients working or attending school, it is not possible to see them all outside of the normal work or school day. Please understand that these policies are designed to prevent over-scheduling and unnecessary wait time for you.

A. Missed or late appointments often lead to extended treatment time and/or compromised results. Please call to inform us as soon as possible if you need to cancel or reschedule an appointment.

B. Broken appointments or cancellations will be rescheduled on an availability basis. We are typically unable to reappoint immediately, so be advised that this typically results in an extension of the treatment time.

C. Please call ahead with any orthodontic emergency (loose braces, broken wires, etc.). We will get you in as soon as possible to eliminate the emergency or, if the patient is not in pain, lengthen your next scheduled appointment appropriately to allow time to repair your appliances.

D. Please do your best to arrive on time. Late arrivals may have to wait or be rescheduled entirely so as not to penalize those scheduled after you who arrive on time.

E. Chronic/excessive missed or late appointments (typically 3 or more) or long periods of absence (typically 3 or more months unless advised by the orthodontist) may be cause for additional fees, loss of the privilege to schedule late afternoon/early evening appointments, or discontinuation of treatment/removal of appliances as determined by the treating orthodontist.

F. In order to accommodate as many patients as possible, we reserve late afternoon/early evening appointments for routine adjustments and appliance checks. Longer appointments and emergency/repair appointments are scheduled during work or school hours when more time can be spent with the patient.

Patient/Guardian Initials _____