

AURORA ORTHODONTICS & TMJ

24301 East Orchard Road
Aurora, Colorado 80016
303.690.0100
www.AOTMJ.com

Patient Name: _____

Treatment: _____

Appointment Policy

Most people seeking orthodontic treatment have other important obligations during the day, such as work or school. We value your time both as a parent and a patient and do our best to accommodate your needs when designing our scheduling system. As you can imagine, a well-organized schedule requires considerable structure tempered with flexibility. Since our younger patients are of school age, it is *unavoidable that some school will be missed*, although we would like to help you keep this to a minimum.

Arrival time: Because our schedule is carefully crafted, your early or late arrival can pose a problem. In fairness to the other scheduled patients, we see patients according to appointment time, not the arrival time in the office. Should you arrive more than 10 minutes late, we may have to reschedule your appointment.

School: Most students only need to come to the office a few times during the school year. We have checked with each of the school districts and your appointments in our office are *allowed medical excused absences*. School excuses can be provided for each appointment.

Emergencies: Patients with pain, swelling or bleeding should call our office to determine if they need to be seen by one of our office staff. A referral may need to be made to your dentist or another specialist for treatment in cases of trauma.

Repairs: Appointments for any loose, lost or broken appliances require a call in advance so that we may schedule enough time to allow for proper attention. Call us as soon as you notice anything loose or broken to avoid swallowing something you shouldn't.

Long Appointments: These are usually few in number and are always scheduled mid-day to allow us time to make necessary adjustments. In this way, an entire afternoon is not committed to one or two patients, but rather, is scheduled to accommodate as many families as possible for after-school and work appointments. If you should ever wish to come to the office during a quieter time, please ask to schedule an appointment during school hours.

Missed Appointments: Each and every appointment is an essential part of your treatment, and must be kept in order for your treatment to progress. We realize that once in a while unforeseen circumstances arise which necessitate a change in appointments or cause you to overlook an appointment. We will always do our best to reschedule your appointment as soon as possible in these situations, although this may require waiting several weeks. An appointment during school hours may be arranged sooner. Missed appointments or numerous appointment changes will inevitably result in an extension of your treatment time. After the third missed appointment, there will be a charge of \$25 added to your account.

Responsible Party Signature _____ Date _____