



## OFFICE/FINANCIAL POLICY

### Missed Appointments & Breakage

1. If a patient cannot keep his/her appointment, kindly give us a **48 hour notice** so we can offer your appointment to another patient. Patients will receive **3 reminders for their scheduled appointment**. The reminds will be as followed: Patients will receive a reminder a week before appointment, 3 days prior appointment, and patient will receive a reminder the day of appointment. If patient does not give a **48 hour notice** or “**no shows**” for scheduled appointment your account will be charged in the following manner:

<b>30 Minute Appointment</b>	<b>\$25</b>
<b>1 Hour Appointment</b>	<b>\$50</b>
<b>Surgical Appointment</b>	<b>\$100</b>

2. Please make sure your **current phone number** and **home address** is on file.
3. If a patient is more than **15 minutes late** for any appointment, we will have to reschedule your appointment. If the patient is having discomfort, we will make the patient comfortable and reschedule appointment.
4. A parent or guardian **must** accompany child at check-in, once appointment has initiated you may leave the waiting area.
5. Patients that prefer to be seen in Raleigh, **must** understand that **appointments are limited**.
6. If a patient breaks more than **(4) brackets** during the course of their treatment, there will be a **\$25** charge to replace each broken bracket. Patient is expected to pay the day the brackets are re-bonded.
7. If a patent wants to replace a broken bracket before their 6 week appointment, there will be a **\$25** office charge in addition to any other charge.
8. If treatment **extends** past the **estimated treatment time** due to non-compliance such as patient not wearing elastics (rubber bands) as directed or excessive broken brackets or broken appointments, additional fees will be added to the original estimate.