

## Appointment Policies

Understandably, many patients and parents prefer not to miss school or work for orthodontic visits. However, let us explain the situation every orthodontic office faces.

Because 90% of our patients either work or attend school, our office hours would have to be 3:30 to midnight to accommodate everyone! We are certain you will agree that such a schedule is impractical. Therefore, we reserve appointments before and after work or school for appliance checks and progress checkups. This allows us to accommodate many patients for these short appointments. **Longer appointments and emergency or repair appointments are scheduled during school or work hours, when more time can be spent with the patient.**

As a result, our afternoon appointments are booked very heavily so that as many patients as possible do not have to miss school or work. If you want to come in at a quieter time, we suggest a morning appointment. If the patient is a student, these appointments are easy to arrange during the study period, lunch time or recess.

Your scheduled appointment time has been reserved specifically for you. We request a 24-hour notice if you need to cancel your appointment. We are aware that unforeseen events sometimes require missing an appointment. After missing your first appointment without notifying us 24 hours in advance, you will be charged an additional \$35 fee at minimum.

If patients are late because of an unavoidable circumstance (ex. heavy traffic), we cannot, in fairness to everyone else, “squeeze” the latecomer into the schedule. We will always offer to the late arrival to wait for an opening to occur, but this may not be convenient for you, and it may be easier to reschedule.

**All failed or late appointments must be rescheduled as soon as possible! To wait four weeks for another “convenient” appointment to become available is not good policy! Since our “after school” appointments are usually booked 4-6 weeks in advance, it will probably be necessary to reschedule the missed appointment during school/work hours. Knowing that is not a very popular option, every effort should be made to keep the original appointment.**

Your understanding in this matter would be greatly appreciated, for we do not feel we can make selective exceptions. When, at times, it seems though we are inflexible with our schedule, please remember we are trying very hard to be on time and fair to everyone.

As always, we are available for questions or comments. We want to know when you are pleased *and* we want to know when you are not.

Thank you, Dr. Scheele & Staff

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Sign & Date