

# How Our Scheduling Works...

*Our scheduling system has several goals:*

- Reduce waiting time by seeing you on time for your appointment*
- Have plenty of time during each appointment to do the necessary treatment*
- Give you information about the treatment and answer any questions*

*We want to work with you and around your school and work hours as much as possible. Because of the many needs of our patients, this requires both structure and flexibility in our scheduling system.*

*Here are some aspects of our schedule that we feel are important.*

*Between 2:00 PM and 4:00 PM every afternoon, we schedule numerous short appointments so as many patients as possible do not have to miss school or work. Each visit is individually designed to achieve the correction we discussed. Often we must see the patient for a short visit to monitor tooth movement without making complex adjustments. Appointments requiring lengthy construction time such as adding to the appliance, complex adjustments, or emergency repairs will be scheduled during morning hours.*

*Our emergency/breakage policy: notify our office as soon as you realize something is broken. We will see you to make you comfortable and assess the damage. We will then schedule an appointment to repair the breakage between 8:00 AM and 3:00 PM. Breakage not only slows down treatment, but also requires you to schedule an appointment during the morning or early afternoon hours.*

*Because the schedule is carefully crafted, your late arrival can pose a problem. In fairness to the other scheduled patients, if you are late, we will try to jam you into the schedule, but will probably reschedule your appointment. Our "after-school" appointments are usually booked six to eight weeks in advance so it will probably be necessary to reschedule the appointment during school hours. Since this is not a very popular option, every effort should be made to be on time and to keep the original appointment.*

*In order to optimize the time we spend with each patient and decrease the waiting time between appointments, we have implemented a cancellation/no show policy. If an appointment is missed or cancelled without a 24 hours notice, a \$60 fee may be charged to the patient's account.*

*With your support, we can reduce your waiting time, reduce your child's time away from school and continue to provide the high quality orthodontic treatment that is our standard.*

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

*Thank you for your confidence, help and support!*

*I have read and understand the Solomon Orthodontic scheduling policies.*

*Signature* \_\_\_\_\_

*Date* \_\_\_\_\_