

George S. Mayweather D.D.S., Inc.

Office Policies and Procedures

We wish to inform you that our office strives to achieve good patient and parent communication so that we can take a lot of the mystery out of orthodontic treatment at this office. Listed below are **some** of the **more common** office policies and procedures for which questions are asked. We hope this helps to answer some of the questions you may have. We ask that you sign the bottom of this form so that we know you have read it. Please ask us to explain any unclear statements or clarify any confusing details on this form before we begin any treatment.

I. Procedures: Getting started with braces.

1. The initial appointment consists of an examination and diagnosis. At this appointment, records (x-rays, photos, and impressions) may be taken if time permits.
2. Once records are taken the next appointment is the start of treatment and, if needed, a treatment consult (a discussion of the treatment plan). This may be necessary for clarifying changes to the treatment plan or in situations of complex and complicated or more involved treatment plans. At his appointment, one of two things may occur as below:
 - a) Separators may be placed and two (2) more appointments may be required before all braces are placed on the teeth.
 - b) Braces and wires are placed on the teeth as there maybe no need for bands to be placed on the teeth.
3. If separators are placed, one to two weeks later bands are placed.
4. Once braces are placed, routine treatments are scheduled depending on the treatment plan which may range between 4 – 12 weeks intervals.
5. Retention (retainer wear) is **absolutely** necessary.

II. Office Policies: How our office runs.

1. Our office hours are Mon. - Wed. 9am-6pm, Thurs. 8am-4:30pm, and Fridays, if any, are as scheduled. **All office hours are by appointment only.** Please call us to schedule an appointment before coming in.
2. Initial banding (placing bands), bonding (placing brackets), reband and rebond appointments are long appointments. These appointments are performed at the top of the morning and the first part of the afternoon.
3. **Debonding (braces removal) is also long appointment and thus, follows #2 just above.** Debond is usually a 2 appointment process: a) removing braces and b) delivering retainers unless otherwise specified. **All patients** receive verbal and written instructions for wear and care along with a contract requiring patient and parent signature(s) if needed. The contract is to reinforce our patient's commitment to wear the retainers as the orthodontist has instructed.

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Office Policies and Procedures Continued

4. Examinations are normally conducted with just the doctor, treatment coordinator and the patient; parents may accompany the child back during the initial appointment if cooperation presumes to be a problem or if they wish. At subsequent appointments only the patient is allowed back in the treatment area unless a doctor and parent conference is necessary due to limited room and seating.
5. Replacing brackets requires **at least 24 hours** notice prior to appointment. This is so we can make the time within our schedule and not put other patient appointments behind schedule.
6. Although our office is committed to being on time, as in any service oriented environment things can and will happen to put us behind schedule. We will attempt to do whatever we can to stay on time; however, we understand sometimes it may be inconvenience for you. Please be advised you may reschedule.
7. **If you are going to be more than 10-15 minutes late, please call to inform us as rescheduling may be necessary. If you are 20 minutes late for your appointment you may be subject to a change in the treatment procedure for the day or asked to reschedule.**
8. Our office requires **24 hours** notice for appointment cancellation, otherwise you may be subject to a missed appointment fee.
9. Conferences with the Doctor are by appointment only.

III. Financial Policies: What is due and when?

1. The initial payment is due at the time of separation or bracket placement and is in the form of a cashiers check, personal check, credit card, money order or cash.
2. Monthly statements are not sent, payment coupons are provided.
3. Our office reserves the right to do credit checks.
4. Monthly installment payments are due on **your contracted day of each month.**
If payment is not received by that day, a late fee will be charged to your account.
5. Our office reserves the right to charge the following additional fees beyond your contracted treatment fees: a) a monthly fee for extended treatment time due to non-compliance or poor cooperation, b) a \$35 per bracket or band replacement fee after 2 or more bracket or band replacements, c) a fee for broken or lost appliance(s), d) a fee for excessive office visits due to non-compliance (i.e. resulting in loose or broken appliances and /or emergency treatment), e) fees for late payments.
6. Full treatment fees include retainers and two (2) retention checks or adjustments during the 1st year occurring at 6 months intervals after braces are removed. One year and a day after your debond date retention visits are charged as an office visit.
7. If retainers need to be replaced at least ½ the fee is due at the time impressions are made.

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Acknowledgement of Office Policies and Procedures Form

Please sign and date below acknowledging you have read and understand the office policies and procedures form.

Sign _____

date _____