

Johnston Orthodontics APPOINTMENT POLICY

Johnston Orthodontics **alternates during school (early) and after school (late) appointments**. We consider anything between **8:30am to 2:45pm** our **early appointments**, and anything **3:00pm and after** our **late appointments**. This policy is implemented in order to be fair, and give everyone an equal opportunity. If the patient **misses a late appointment**, the **next two appointments will automatically be scheduled early**. Also, there are some appointments that are **only scheduled at specific times of the day (as determined by Dr. Johnston)** due to length and type of procedure.

Appointments should be kept regularly (typically every six weeks with some exceptions). **Broken or cancelled appointments can result in longer treatment time for the patient**. In order for Johnston Orthodontics to provide the highest quality treatment possible, please understand that approximately one-fourth of patient appointments may fall during school hours. **The front desk will happily provide a doctor's note for an excused absence**. As a side note, we recommend **utilizing your school calendar to make note of teacher workdays and/or holidays (Veterans Day, Martin Luther King Day, etc.)** Be sure to **schedule appointments on these days as soon as possible**, as they are filled very quickly.

I have read and understand this appointment policy. We appreciate your understanding and cooperation.

Signature of Patient and/or Parent of Minor Patient

Date

Johnston Orthodontics PAYMENT POLICY

Orthodontic treatment is an excellent investment in the overall dental, medical, and psychological well-being of children and adults, and financial considerations should not be an obstacle to obtaining this important health service. Johnston Orthodontics is sensitive to the fact that different people have different needs in fulfilling their financial obligations. Therefore, we provide **several payment options in order to accommodate various financial needs**.

Please note that patient appointments usually occur every **six** weeks. **Payments are required to be made monthly regardless of appointment date**. For your convenience, you may mail payment, set up automatic (ACH) payments thru your bank (**must fill out and sign appropriate paperwork as well as provide proper documentation**), pay by phone, and/or make payments via our website (**JohnstonOrthodontics.com**). For website payments, the front desk will require the responsible party's (payer) e-mail. Once the e-mail is entered in our system, our automated service will send a link within 24 hours. **Please use link to set up a password and user name**. After initial set up, you may access account directly from Johnston Orthodontics website.

Should you miss a payment, please do not stop making payments, send payment in as soon as possible. This will prevent late fees from accruing and the **possibility of treatment interruption**. Monthly payments are considered late after **ten** days past due date (**21st of every month**), and will be subject to a \$10.00 late fee.

After **two** monthly payments are missed, treatment will be scheduled on an **emergency basis only** until account is brought current.

I have read and understand this payment policy. We appreciate your understanding and cooperation.

Signature of Patient and/or Parent of Minor Patient

Date