

# **Bourne Orthodontics**

**Bourne To Smile!**

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## **Your Orthodontic Appointments**

As we reset to our new normal, we want to give an update/reminder to how we schedule your appointments. Our goal is to be the best part of your day and we make it a priority to value both you and your time. Therefore, we make every effort to stay on or ahead of schedule. Inconveniencing your work schedule and interrupting your child's studies as infrequently as possible is very important to our entire office. Since the vast majority of our patients are of school age, it is unavoidable that some school-time appointments will be necessary.

We are glad to work around your child's important classes and provide your child with school excuses for scheduled orthodontic appointments. It is important for your child to turn these into the appropriate school official.

Our staff works hard to provide the finest orthodontic care using the most convenient scheduling system possible for you and your child. Because we have families of our own, we understand your scheduling concerns and will do everything we can to ensure your child's treatment goes as smoothly as possible.

- **Long Appointments:**(30 minute+ appts:banding and bonding, appliance deliveries, etc): These are more detailed and technique-sensitive appointments. Therefore, these appointments will be scheduled during our quieter morning hours.
- **Emergencies:** (Pain, poking/broken wire, loose/broken bracket, etc) Any unscheduled appointment between regular visits. These appointments will be scheduled according to the particular emergency. Call the office to determine what appointment may be needed. Please be aware some emergencies may require more than 1 visit. **Off Hours Emergency Fee:** If an emergency requires an off-hours visit to Bourne Orthodontics there will be a \$75 fee. Off-hours are considered any hours outside of normal business hours including, but not limited to, weekends, evenings, and certain vacation times.
- **Repairs:** (Loose bands or brackets, broken archwires or ties, broken appliances or retainers) These appointments are **always** scheduled specifically **during school hours** since they are long visits. The vast majority of your appointments over the course of treatment will be short appointments. By seeing our long-visit patients during school hours, it leaves more room in our schedule to see patients during after-school hours.
- **Rescheduling Appointments** (rescheduled, broken or no-show appointments): Another appointment can be scheduled but may require waiting four to six weeks. Treatment time can be affected. An appointment made during school hours may be arranged sooner. To better accommodate scheduling for our patients we have a 24hr cancellation policy. Any appointment canceled or rescheduled without 24 hours notice will incur a \$25 fee.
- **General Dentist Appointments:** **As treatment progresses, it is important to continue seeing your regular dentist every six months for a checkup and cleaning.** Please let us know when you schedule your next dental appointment as we will schedule coordinating appointments to temporarily remove your wires before the visit. Immediately after your dental visit, we will replace your wires to ensure progressive tooth movement.

**Thank you so very much for understanding!**