



Appointment Policy

Understandably, many patients and parents prefer not to miss work or school for their orthodontic visits, and we find it is helpful to explain how our schedule works.

Drs. Bumgarner and Martin start seeing patients at 8:20 AM (7:45 AM on Tuesday) and we see our last morning patients at 12:30 PM. We start our afternoon appointments at 2:00 PM until 4:30 PM. The hours between 3:00 - 5:00 PM are our busiest times. We reserve these times for appointments that are 30 minutes or less, so that we can accommodate more patients/parents after school and work. Longer appointments are scheduled in the morning and early afternoon hours; whereas, appliance checks for retainers, Bionators, and headgear are scheduled throughout the day until 4:30 PM.

We do understand that from time to time there are traffic delays and weather conditions that can make a patient late for their appointment. If this happens, we ask that you call our office to check if we can still see you or if we will need to reschedule your appointment. We do try our best to stay on schedule; however, late arrivals or walk-ins tend to back up our schedule, which is not fair to other patients who have made an emergency call before coming to the office. We are happy to see any late arrivals or walk-ins, but please make note that the patient may have to wait for an opening in the schedule to be seen. Sometimes the wait can be lengthy and may not happen until the end of the day. We do allow for emergency appointments in our schedule, but the patient will need to call to see if the time is available.

If a patient misses an appointment, it is important for them to call our office to reschedule as soon as possible. If an after school appointment is missed or broken, please understand this appointment time is precious and it may be several weeks before another is available. In order to be seen in a timely manner, the patient may need to take a morning or early afternoon appointment time.

Since the treatment fee does not include charges for lost, broken, or loose appliances, there may be additional charges for such. Also, additional charges may be applied for poor cooperation as this may extend treatment time, or after three missed appointments. In rare cases, treatment may be discontinued due to severe lack of cooperation or failure to adhere to the agreed upon financial arrangements.

If a patient relocates to another area requiring treatment to be completed in another orthodontic practice, our total fee will be adjusted to reflect only the services we provided, and the account will be credited accordingly. In the event you transfer out of this office, the amount of treatment completed will be determined and depending upon your individual case, a refund to you or final payment to us will be required based on the following formulas:

12	18	24	Months of Treatment
25 %	25 %	25 %	Earned at the start of treatment
65 %	75%	65 %	Earned in first 6 or 12 months of treatment ¹
100 %	100 %	100 %	Earned in 6-12; 12-18; 12-24 months of treatment

Signature of Patient or Responsible Party

Date

¹ The earned in "first 6" means first 6 months of treatment and is only for 12 month treatment plans. The earned in "12 months" means first 12 months of treatment and is only for 18 and 24 month treatment plans.