



## Appointment Policy

---

The team at Bumgarner & Martin Orthodontics is committed to providing the finest orthodontic care possible. To accomplish this goal, we must ask that you accept our appointment policy.

If you or your child is a student, we ask that you begin your orthodontic treatment with the understanding that there will be limited after-school appointments during the course of treatment. Our appointments generally are scheduled between 8:20 am and 5:00 pm Monday through Thursday, with select Friday morning appointments available. The hours between 3:00 pm and 5:00 pm are often our busiest times, and we reserve these times for appointments that are 30 minutes or less. Longer appointments are often scheduled in the morning hours, which may not be ideally convenient but they are important for the overall treatment objective for you or your child.

A punctual arrival for appointments is also a necessity for your treatment. Late arrivals may result in the need to reschedule your appointment or change the anticipated procedure, which may in turn extend your time in treatment. If you anticipate being late for an appointment, 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 will attempt to see 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, which may not be available until the end of the day. We do allow for emergency visits in our schedule, but we ask that you call ahead 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 in demand 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 appointment time. After a combination of three missed appointments or appointments rescheduled within 24 hours, there may be a charge applied for each occurrence. In rare cases, treatment may be discontinued due to severe lack of cooperation with scheduling.

SMILESbyBMO.COM

**WAKE FOREST**  
1268 S. Main Street  
919.556.7820

**KNIGHTDALE**  
1008-D Big Oak Court  
919.266.6556