

## **APPOINTMENT POLICY**

These guidelines are in place to make your care with us smooth and efficient. All of our policies are designed to keep your treatment time to a minimum and to reduce the time you need to wait for your appointment. With your help, we can achieve these goals.

Your scheduled appointment time has been reserved specifically for you. We are aware that unforeseen events sometimes require missing an appointment, but we kindly request a 24 hour notice if you need to cancel your appointment. This will allow another client an opportunity to be seen by Dr. Kesselman.

In an attempt to provide the maximum availability of after school and after work appointments to everyone, it is imperative that all appointments requiring 30 minutes or longer, be scheduled earlier in the day, sometimes during school hours. These appointments require very precise adjustments of bands, brackets, arch wires, or removable appliances. The intricate nature of the work necessitates that they be performed in less busy times.

We are available every day for any orthodontic emergency you may have. We will always make certain that the patient is comfortable and any offensive portions of the appliances are relieved. It is typically not possible to repair the broken appliances at the time of the emergency visit, since emergencies are fit between other patients' regularly scheduled appointments.

Due to the length of time scheduled for your monthly orthodontic appointment, it is very difficult for us to remain on schedule for other patients if you come in with broken appliances that require repair. If time allows, we will gladly repair the broken appliances. Typically this is not the case due to time limitations. In such an instance, we will make you comfortable and re-appoint you one morning at your earliest convenience to repair the broken appliances. Please call ahead if something is broken, so we can schedule an appointment for the appropriate amount of time to repair the appliances properly.

We strive to complete your orthodontic care in a timely fashion, as estimated at your treatment consultation. Much of this is dependent upon your cooperation. It is very important that meticulous oral hygiene be maintained. It is difficult and takes longer to move teeth through inflamed gums. Other factors that increase the time of your treatment are multiple broken appliances and missed/rescheduled appointments.

We make every attempt to see you on time for your appointments. When people are late for their appointments, it puts us behind for the next patient. Please help us by being on time for your appointment. We try to see everyone at the time they are scheduled for, not on a first-come, first-serve basis. This means that someone coming in after you may be seen before you. Do not panic, you will be seen on time for your appointment. If you are early, we are glad to see you sooner, as long as we do not cause someone else who is on time for their appointment to be delayed.

If you are going to be late please call us so we can accommodate you at a later time in our schedule or re-appoint you for another, more convenient time.

Please make every attempt to bring your retainer(s) with you at your visit. One of the reasons we recall you back with the retainers is to assure they are fitting properly and that they are functioning properly. Sometimes they need replacement, at other times just an adjustment. Most often, they are fine as is.

We look forward to treating your orthodontic needs and hope to meet or exceed your expectations!

Sincerely,

Dr. Kesselman, and staff