



APPOINTMENT POLICY

Our orthodontists and staff are committed to providing the highest quality care to help you achieve your optimal smile! We are focused on meeting our patients needs and want to be available as much as possible. When appointments are missed or cancelled on short notice, that is time lost for patient care, reducing the number of appointments we can provide our patients. Therefore, we have in place a no show and cancellation policy that allows us to maximize the number of appointments available to you at the most convenient times. Our policy is as follows:

1. TWO no shows or cancellations with less than 24 hours notice- you will be reminded of this policy.
2. Any further no shows or cancellations with less than 24 hours notice will incur a \$35 charge.
3. SIX OR MORE no shows or cancellations with less than 24 hours notice will be grounds for dismissal from treatment. We will be happy to refer you to another orthodontist for the continuation of your care, assuming your financial account is current.

We pride ourselves on being an efficient practice that runs on time and sees patients as close to their appointed time as possible. To help facilitate this, we ask that each patient **not be more than 15 minutes late** for their appointment to be sure that everyone is seen in a timely manner. If you are more than 15 minutes late for your appointment, you may be asked to reschedule to another day or time.

Please contact our office at **864.579.7700** to notify us if you need to cancel, reschedule, or if you are running late for an appointment.

DEFINITIONS:

1. A cancellation is any appointment cancelled before the scheduled appointment time.
2. A “no show” is any missed appointment which occurs without a phone call cancelling your appointment prior to the appointment time.
3. A “late arrival” occurs anytime a patient arrives after their scheduled appointment time.

PATIENT REMINDER SYSTEM: This automated system is in place to alert patients of upcoming appointment times. Please make sure you have current email and mobile number on file with our office to insure you receive these valuable reminders. You should receive an email one week before your scheduled appointment time, and a text message 1-2 days before your appointment. If you do not receive these, please let our staff know so they can activate the reminders for you.

ROTATING APPOINTMENTS: Since most of our patients are school age, our standing office policy is to rotate morning and afternoon appointments. While we understand that all afternoon appointments would be desirable for most of our patient base, this is just not feasible. One of our doctors would be happy to speak with you if you have concerns about this policy.

INCLEMENT WEATHER: In the event of weather that may require office closing or delays, the information will be listed on News Channel 7 (WSPA), News Channel 4 (WYFF) and Fox Carolina 21 (WHNS). The information will also be posted on our social media pages (Facebook, Twitter, and Instagram). If closing or delays are in effect, please do not contact the office. We will contact you as soon as possible to reschedule the missed appointment.

Your signature below indicates you have been informed of these policies.

Patient/ Responsible Party Name (Please PRINT): _____

Patient/ Responsible Party Signature: _____ Date: _____

Thank you for choosing Nth Degree Orthodontics!