



## APPOINTMENT POLICY

**Welcome to Westrock Orthodontics!** We are glad you have made an appointment for your child for important oral health care. Regular dental visits every six months, including examinations, cleanings, fluoride treatments, dental sealants, and fillings are important to keep teeth healthy. It is especially important that you keep your appointment! Valuable time has been reserved for your child's care. A missed appointment results in lost time which could be used for another patient waiting to receive treatment.

Every effort is made to keep on schedule so we respectfully ask patients to be prompt and keep their appointments. The office attempts to schedule appointments at your convenience and when time is available.

Please take a moment to familiarize yourself with our appointment policy. Thank you!

**BROKEN/MISSED APPOINTMENTS** | Your child's scheduled appointment is reserved specifically for them. We try to remind patients by telephone prior to the appointment, but please do not depend on this courtesy. If a cancellation is unavoidable, please call the office at least 48 hours in advance so that we may give your child's appointment time to another patient. If you do not cancel your child's appointment with more than 48 hours notice or if you do not bring your child to the appointment, we will consider this to be a broken/missed appointment. If two broken appointments occur, our office reserves the right not to schedule any subsequent appointments for your child. If multiple children were scheduled on the same day and an appointment was broken, we reserve the right to schedule only one child per day.

Occasionally, children's illnesses or other unexpected emergencies make it necessary to cancel an appointment with less than 48 hours of notice. Please contact our office immediately and we will do our best to accommodate your situation.

**LATE ARRIVALS** | If you arrive more than 10-15 minutes late for your child's appointment, you may be asked to reschedule at the next available appointment time. Again, please call at least 48 hours in advance if a cancellation is unavoidable.

**APPOINTMENT DELAYS** | We strive to see all patients on time for their scheduled appointment. We make every effort to stay on schedule. Additionally, there are times when our schedule is delayed in order to accommodate an injured child or an emergency. Please accept our apology in advance should this occur during your child's appointment. We will provide you the same courtesy if your child is in need of emergency treatment. We ask that if your child is not called back in a timely fashion, to please notify a staff member.

A parent or legal guardian (with official documentation) must be present in the office during the initial examination and/or any restorative appointments.

For the safety and privacy of all patients, other children who are not being treated should remain in the reception room with a supervising adult.

I have read and understand the Westrock Orthodontics appointment policy.

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Parent/Guardian Signature

Child's name (or Children)

Date