

ORTHODONTIC APPOINTMENT PRACTICE POLICY

With regards to **Appointments**, this practice endeavours to accommodate as many patients as possible by adhering to the following guidelines.

Most active orthodontic patients **need to be seen approximately every 4-8 weeks for up to 1-3 years. They will need both long time and short time appointments.**

- 1) **Long Appointments** of 20 minutes or more are made between

9.30 am and 3.30 pm

(Monday to Friday)

(eg. Initial Exams, Braces on & off, Recalls & Long Braces Adjustments).

- 2) **Short Appointments** of 10-20 minutes are made between

8.30 am to 9.30 am

3.30 pm to 5.30 pm

(Monday to Friday)

(eg. Most adjustment appointments)

- 3) **Emergency Appointments/Repairs** – All emergency/repair appointments **are scheduled during the hours of 9am to 3pm** where it least impacts on the daily schedule of patients. If you are unable to attend during these hours you may be seen as a **‘Walk-In’** between **3pm and 5pm, however please note** there are no scheduled repair appointments during this time and there may be a long waiting period as we attend to our normal daily schedule of patients. (If you need to be seen during these hours you must phone the surgery to organise this)

We do appreciate that this will cause you some inconvenience at times but we ask for your co-operation with future **appointments so that all patients miss the minimum of school and work commitments.**

***** Please note it is not possible to accommodate everyone all of the time! So we ask for your understanding and co-operation when these times arise.**

I acknowledge having read and understood the appointment making policy of this practice.

Signed: _____

Date: _____