



Wazio Orthodontics General Office Policies

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Appointment Scheduling

While in orthodontic treatment, a patient must be seen every four to ten weeks for appliance adjustments in order to stay on schedule for treatment.

In order to obtain our goal of running on schedule for you, patients are seen on an appointment basis. Since most of our patients are of school age, it is impossible for us to see everyone after school hours. We do take into account both work and school schedules; however, it will be necessary to schedule you between 9:00 am to 3:00 pm for any appointment 30 minutes or longer. We will make every attempt to keep these appointments to a minimum. We ask for your cooperation and understanding in this matter.

Tardy Appointments

We resolve to be on time. We appreciate your effort to be on time for appointments. Late arrivals may need to be rescheduled.

Failed Appointments

It is the patient's responsibility to reschedule failed appointments. We will reschedule appointments at the first available opening.

Emergency Appointments

We work hard to minimize emergencies. Should you have a broken bracket or wire, or any unusual discomfort, we request that you call the office as soon as possible. We will get you in at the earliest possible time. In order to have time to make a repair, please do not drop by the office to have your appliances fixed, as we need to know in advance if you are coming in with anything damaged. If you arrive for your regular appointment with broken appliances, we will fix what's broken, but in most cases will not be able to do the regular appointment. The regular appointment will need to be rescheduled.

For extreme emergencies after hours, the doctor's emergency phone number is on the answering machine.

Replacement Appliances

Payment for replacement of lost or broken appliances or retainers is **due in full** at the time of the impression.

Flex Plan: As the responsible party, we require you to handle all communications with your flex plan. These plans have no bearing on the fee or payment plan. You are responsible for your timely payments in accordance to the written and signed contract with our office.

Office Visit Charge: Our fee for treatment includes retention visits for two years after braces are removed. Once the two year retention period is over, any further office visits will be charged at our regular office visit fee due at time of appointment.

Patient Transfer

There may be occasion to move to a different city during your orthodontic care. If this occurs, you will need to find an orthodontist to whom we can transfer your records and treatment plan. Since there will be some duplicated effort, you may find that the treatment time is longer and may be more expensive than originally planned (we have no control over fees charged by other orthodontic professionals). At the time of transfer, we will prorate our fee based on the following formula: 25% of the total fee is for treatment planning and appliance placement, the remaining 75% is for active treatment and placement of retainers. Upon resolution of the account, records will be released for your continued care.

I, Patient or Parent, understand the General Office Policies. I, Patient or Parent have been offered a copy of this form.

Patient: _____ Signature _____ Date _____