



Office Policies

Welcome to our office! We are very excited to have you as part of our team. The information below is provided to answer some of the questions you may have about our office as a new patient. For even more information, please visit our website at www.smileworksva.com.

Financial Responsibility

We will work with you and your insurance provider to help obtain information about your plan. Please remember that dental insurance benefits are based on a contract between you and the insurance carrier and your account is ultimately your financial responsibility if your carrier does not pay what is expected for any reason. Treatment will be temporarily suspended and ultimately terminated if your account balance becomes too high.

Payment Methods

We offer no-interest financing in-house to help make orthodontic treatment more affordable for you. We accept Visa, MasterCard, and Discover for your convenience along with check and cash payments. You can access your account through our website www.smileworksva.com to pay online or setup automatic monthly payments in our office to make sure you stay on track. All information is encrypted and secure. We also offer no-interest financing through Citi Health card to help make your down payment more manageable.

Insufficient Funds

Checks returned by your bank are subject bank processing charges in addition to the amount of the returned check. This applies to any EFT transfers for automatic monthly withdrawals as well.

Collections

If your account becomes more than 60 days past due, we reserve the right to utilize a collections agency. If your account is placed for outside collections, you will be responsible to pay all costs of collections including, but not limited to, collection agency fees, attorney fees, court costs, etc in addition to the delinquent account balance.

Treatment of Minors (Under 18 Years of Age)

All minors must be accompanied by an adult to every appointment. Please do not leave other children not undergoing treatment unattended while at the office.

Broken Brackets

It is absolutely imperative for you to stay away from hard, sticky, and crunchy foods with orthodontic appliances. We also strongly recommend mouth guards for athletes that participate in contact sports. There are special mouth guards you can purchase at our office that are designed to be worn with braces. If these rules aren't followed, it is almost certain that your orthodontic appliances will break. This can significantly delay overall treatment time and put your teeth and gums at risk for disease. We understand accidents can happen that are out of your control and therefore allow the repair of 3 broken brackets without any penalty. After that, we will charge \$25 for each broken bracket that needs to be repaired.

Repairing broken brackets takes a longer appointment time than what is normally scheduled for an adjustment appointment. If we find broken brackets during an adjustment appointment, we reserve the right to reschedule repairs to another longer scheduled appointment if our schedule doesn't allow repair on the same day. If you notice one or more of your brackets are loose at home, we ask you to call our office and let us know ahead of time so that we can either extend your current scheduled appointment or schedule you a longer one on an alternate day. If the loose brackets are bothering you, we can bring you in for an emergency visit to alleviate whatever is causing discomfort. However, please be aware that we may not repair brackets during this emergency visit.

Food and Drink

For health reasons, no outside food or drinks, other than water, are permitted anywhere in the office.

Requests for Records

All patient records are the legal property of the office. However, we will gladly provide you with copies of your x-rays and pictures for a fee.

Missed Appointments

It is important for you to keep your scheduled appointments in order to keep your treatment on track. If you cannot make an appointment, we request you provide us with at least a 48 hour notice so that we may accommodate other patients into our schedule. We understand emergencies can come up and that you may have to cancel last minute on occasion. Therefore, we will allow one missed appointment without any penalty. After that, we will charge \$40 for each half hour scheduled. If we have to reschedule your appointment due to tardiness, it will be considered a missed appointment as well.

Late to Appointments

We respect your time and will always try our best to stay on schedule. Please help us accomplish this goal by being on time for your scheduled appointments. We reserve the right to cancel and reschedule your appointment if you arrive more than 10 minutes late after your scheduled appointment time. If you know you are running late, please call our office and let us know. This gives us the opportunity to let you know whether we are still able to accommodate you into our schedule. If we have to reschedule your appointment due to tardiness, it will be considered a missed appointment and you may be charged cancellation fees.

Afternoon/Evening Appointments

We will make every effort possible to give you appointments that do not conflict with your work/school schedules. However, most of our patients request afternoon appointments and it is difficult to accommodate everybody into these limited time slots. We recommend alternating every other appointment at those times so that every patient has access to those slots. If you only wish to schedule afternoon appointments, we may have to push out every adjustment appointment 2-3 weeks beyond the recommended time frame, which will significantly delay your overall treatment time.

All long appointments (banding, bonding, repositioning, broken appliance/bracket repair, appliance delivery, debanding, etc.) will only be scheduled during weekday morning hours. Most cases have 3 of these types of appointments throughout the course of treatment. However, if brackets are continuously broken, these appointments will become more frequent.

After Hour Emergencies

You can find solutions to some simple problems (i.e. broken bracket, poking wire, etc.) on our website www.smileworksva.com. If you are unable to find a solution to your problem there, you can call our office and our recording will detail how to reach one of our team members.

I have read and understand all of the office policies listed above. I have been given the opportunity to have all my questions answered.