

General Office Policy

Appointments: Routine appointments for appliance adjustments are usually scheduled after school hours. Special appointments (one hour or longer) such as cementation or removal of appliances, are scheduled during school hours. Repair appointments may also require an appointment during school hours. This policy affords each patient the minimum loss of school time, please do not request exceptions. If unable to keep an appointment, please call the office 24 hours in advance. Failure to call the office regarding damage or breakage could result in an additional visit to repair the appliance.

Appliances: If any breakage occurs, please contact the office. Excessive breakage due to abuse will necessitate a replacement charge. Retainers and positioners should be brought to every appointment. If unable to be worn as prescribed, please contact the office. Loss or destruction of any of these appliances will result in an additional charge.

Elastics: Elastics must be worn at all times (including eating). The elastics should only be removed while brushing or when being replaced. Failure to cooperate in this respect could result in treatment not being properly completed. If unable to wear elastics for any reason, please contact the office. The packages of elastics are color-coded for ease of identification, in the event your supply is lost or getting low, please contact the office and we will mail them to you.

Tooth Brushing and Oral hygiene: Teeth should be brushed at least three times daily, after each meal. Brushing should be continued for as long as is necessary to get the teeth thoroughly clean. Failure to do so will encourage decay and decalcification of the teeth. Vigorous rinsing of the mouth with water, after meals, is highly recommended when brushing is not possible.

Cooperation: (With particular regard to wearing elastics and tooth brushing). Full cooperation by the patient and parents are essential for successful treatment. Failure to cooperate will result in a notification to the parent or guardian. After such notification, if progress is still not satisfactory, due to poor cooperation, the right is reserved to suspend treatment, or charge an additional fee for treatment time required beyond that originally stipulated.

Cavities, Fillings, Etc: Appointments for dental care, which is not of orthodontic nature, should be scheduled with your dentist as he or she recommends. Periodic cleaning and fluoridation of the teeth is highly recommended to help keep them in a maximum state of protection.

Office Coverage: After regular business hours, should you have an emergency, please call the office and a phone number to reach the doctor will be available on the machine.

Financial Responsibility: The person responsible for payment on the account must sign, date, and return the green contract sheet provided at the consultation. Payments are accepted at the office or online at www.marblehillortho.com - *Patient Login*. For first time registrants, please register as the parent or responsible party to have full account access. A coupon book will be provided for your convenience when treatment begins. A bill will be generated automatically after two months of non-activity on any account. Also, a bookkeeping credit of 5% will be applied to the account if the total fee is PAID IN FULL at the start of treatment.