



Appointment Policies

Office Hours

Our office hours are Tues-Friday from 8AM-5PM, with a lunch break from 12-1:15. We work two Mondays a month from 8:30AM-12:00PM. Tuesdays and Thursdays are in the San Luis Office. Monday, Wednesday and Friday are in the Atascadero office. Office hours can vary slightly from day to day, but are typically the same schedule.

Scheduling Around School and Work Schedules

We understand that patients have other priorities besides orthodontic appointments, and we will always try our best to accommodate your schedule, however it is not a guarantee that we can provide after school/after work appointment times. The majority of appointments throughout treatment will be routine adjustments, which can be done in the afternoon if the schedule allows. If you or your child has to miss school or work, we will provide you with a slip from our office confirming your appointment with us.

The following are appointment types that have a specific time of day they must be scheduled:

New Patient Exam: Due to the length of these appointments, which are typically an hour and a half, New Patient Exams are only available first thing in the morning (8:00 in San Luis and 8:30 in Atascadero) or right when we return from our lunch at 1:15 (both locations).

Bonding Appointments (putting braces on): Bonding appointments are when braces go on, and they are a very long appointment, typically around an hour and a half long. These appointments are only available in the morning with a start time between 8:30-10:15 for both offices.

De-band Check Appointments (removing braces): These appointments are another very long appointment, typically around an hour and a half and are only done in the early afternoon with a starting time between 2:00-3:20 (both offices) to ensure we have enough time to finish the appointment before the office closes for the day.

*Please note that routine adjustments are always scheduled at the end of the previous appointment, before you leave the office. This makes all patient's routine appointments scheduled 4-10 weeks in advance, which can greatly affect our ability to reschedule cancelled appointments while keeping you on track for the planned time frame of your treatment. *

Broken Brackets and Appliances Policy:

If you have a bracket break off, a wire pop out or break, or anything seems to be broken off like a rubber band hook, a glue stop or a chain, PLEASE CALL US right away. If it is after business hours, please leave us a voicemail and we will answer on our next business day. There are few orthodontic emergencies, but if you are

concerned of a true emergency after business hours, please text Dr. Freeman. His cell phone number is listed on the office voicemail. Some situations are more urgent than others, and may need to be seen prior to their next scheduled visit to avoid delays in treatment time. Repairs can also take more time with the Doctor than is typically scheduled for in a routine visit, so we may not have enough time to fix the issue if you show up to the next visit needing a repair without letting us know ahead of time. If an extra appointment is needed, it will be scheduled any time of the day we have availability.

Scheduling of Next Appointments:

All patient appointments are scheduled at the end of your current visit before you leave the office. We will always try to catch you on the way out if you forget to stop, but if you do not stop on the way out to schedule, we cannot guarantee that your next appointment will be scheduled within the recommended time frame from the doctor to keep your treatment time on track. Our schedule is almost always booked out at least 6-8 weeks in advance, so please remember we typically cannot schedule routine visits with less notice than that.

Late Arrival Policy:

If you are late to your appointment, then your routine checkup may be rescheduled after ten minutes. If it is a shorter appointment such as a retainer check or a short repair appointment, we may not see you after the appointment has reached its scheduled doctor time to avoid delays for our other patients. Please give us a call if you are running late, we will let you know if we will still be able to see you, or possibly save you the trip of coming in and not being seen. We always try our best to remain on schedule throughout the day, we value your time and try to keep everything on track in fairness to all of our patients.

Text Reminders and Appointment Confirmation:

As a courtesy to our patients, we have an automated text reminder system. However, please do not rely solely on that to remember appointment times. Sometimes the system does not send out text reminders, and it is not a guarantee that we will be able to remind you of your appointments. We ask that you keep track of your appointments as well.

Missed appointments or cancellations without 24 hour notice will incur a \$25 charge.

Acknowledgement of Receipt and Acceptance of our Appointment Policies

Signature _____

Printed Name _____

Date _____