



COLUMBIA ORTHODONTICS
APPOINTMENT POLICY
(360) 883-3800



Our practice is committed to excellence in orthodontics and we want you/your child to feel that they are getting the individualized attention they deserve at each and every appointment. In order to ensure quality orthodontic care, it is imperative that both parents and patients understand the manner in which we schedule your appointments. Our goal is to be the best part of your day. We make it a top priority to value both you and your time. That's why we make every effort to stay on schedule. Because we know most parents work and children attend school; inconveniencing your work schedule and interrupting your child's studies as infrequently as possible is very important to our office.

Over the course of treatment, most of your visits to our office will be for short appointments (approximately 30 minutes). By seeing our long-visit (any appointment longer than 30 minutes) patients during school hours, it creates more room in our schedule to accommodate the majority of our patients during after school hours.

BEING ON TIME FOR APPOINTMENTS: This is crucial to the quality of care that we are able to provide our patients. We make every effort to stay on time in our office and need your help as well in this matter. If you arrive late for your appointment, you may be required to reschedule.

LONG APPOINTMENTS, (Banding, Removing braces, SureSmile scans etc.): These are more technically sensitive appointments; therefore, these appointments will be scheduled during our quieter morning hours.

EMERGENCIES: (Pain, swelling, or bleeding) This usually results from trauma to the face or mouth. These patients will be seen as soon as possible and appropriate care given or referred to another specialist for treatment.

REPAIRS/REPLACEMENT APPLIANCES: (Loose bands/brackets, broken archwires or ties/broken appliances or retainers) Repair appointments and impressions for replacement appliances (retainers etc.) are **ONLY** scheduled between 9 am and 12 pm.

MISSED OR RESCHEDULED APPOINTMENTS: Another appointment will be scheduled but may require waiting as long as 7 weeks for an afternoon appointment. An appointment during school hours may be arranged sooner. Appointments not cancelled **via phone*** within 24 hours may be charged \$25.

- Please call ahead to inform the scheduling coordinators if the patient has a **sharp/pokey wire**. We will accommodate a "Clip Wire" appointment as soon as possible.
- Sure Smile scans are done exclusively at our Cascade Park location
- Mini implant procedures are done exclusively at our Cascade Park location
- Appliance delivery appointments are scheduled after 9:00 am

**OUR OFFICE OFFERS APPOINTMENT REMINDERS VIA EMAIL AND TEXT MESSAGE
AT NO CHARGE AS A COURTESY TO OUR PATIENTS****

Please see the front desk to sign up

Please check out our website **www.cool-smiles.com**.
In the section "About Braces" there are several **Patient Care Videos** that are helpful in determining whether an office visit is needed.

*We **do not** accept cancellations via email*



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