L'Tanya Joy Bailey | DDS, MS, PLLC
PRACTICE LIMITED TO ORTHODONTICS

Attendance Policy

Revised January 2025

OFFICE HOURS: Our office is open for patient care Monday through Thursday. Office hours vary slightly from day to day, but we are generally in the office from 8am until 5pm. The office is closed on Fridays for administrative tasks.

MISSING SCHOOL/WORK FOR APPOINTMENTS: We understand that our patients have priorities beyond their orthodontic treatment (work, school, sports, etc.) and that it can sometimes be difficult to make time for appointments. We do our best to accommodate afterschool/after work appointment requests, but there will be times when it is necessary to miss school or work. The majority of appointments will be routine adjustment visits (typically done every 4-8 weeks) and these can generally be done during afternoon hours. If you or your child needs to miss school or work for an appointment, we will gladly provide you with an excuse slip confirming your appointment with us.

BROKEN BRACKET/APPLIANCE POLICY: (ex: brackets, wires, retainers, etc.) Routine adjustment appointments do not generally allow enough time to address broken appliances. Therefore, we ask that broken brackets, loose bands, or broken appliances/retainers be called in prior to your appointment. Based on your treatment status, we will determine the urgency in addressing the situation and schedule accordingly. **To keep treatment progressing appropriately, we may ask that you schedule an appointment during morning hours for the repair.** If a patient arrives for his/her regular appointment with a broken appliance that we were not notified of, we may need to reschedule the appointment to allow for additional time. This helps us run on time in fairness to all our patients and ensures that we will be able to help you when you are here for appointments.

LATE ARRIVALS: Our office makes every attempt to remain on schedule throughout the day. We value your time and will do our best to keep you from having to wait. Late arrivals will be worked into the schedule if time allows or may be rescheduled to another day in fairness to other patients. Please call us if you know you will be running late, so we can potentially save you a trip to the office just to reschedule.

NO SHOW: A "no show" is a patient who fails to keep a scheduled appointment without notifying us, or who reschedules with less than 24-hour notice. These appointments will be marked as Missed. There may be a $50.00 No Show Charge. **If the patient misses more than 3 consecutive appointments, we may begin the termination process**. We understand that unavoidable circumstances sometimes cause patients to miss appointments.

CONFIRMATION OF APPOINTMENTS: As a courtesy, we have an automated system that sends out appointment reminders prior to your visit. However, we do ask that patients/parents assume responsibility for their appointment time even if they do not receive a reminder. It is also your responsibility to keep us updated on any changes to your phone number and e-mail address so you can be sure to continue receiving reminders from our office.

RESCHEDULING: We may need to reschedule your appointment for the following reasons:

1. If a parent/legal guardian is not present for certain procedures
2. If you do not have your current insurance card
3. If you are more than 10 minutes late for your appointment.
4. In consideration of the health of other patients and staff, if you are sick
5. Broken appliances that we are not notified about ahead of time to accommodate our schedule
6. Inclement weather
7. Unforeseen emergencies

Thank you for understanding and your cooperation!

Patient Signature _____ Date _____

Responsible Party Signature _____ Date _____

Witness _____ Date _____