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OFFICE POLICIES

APPOINTMENT TIMES AT CITY ORTHODONTICS

At City Orthodontics, our staff will do the best they can to schedule your appointments at times that are convenient for you. Please keep in mind that appointments during early mornings and late afternoon (before and after school) are usually prime times which are usually used for shorter appointments so most patients have access to those hours. They typically involve shorter adjustments and checkups and they compound the majority of the treatment visits. Longer appointments such as bonding or removing braces, attachments and appliances are done in the middle of the day. However, we expect them to be the minority of appointments in your treatment.

ARRIVING ON TIME AND KEEPING APPOINTMENTS

Missing or showing up late for your appointment can significantly increase the overall time estimated for orthodontic treatment. Your punctuality with appointments is important so we can complete all the clinical objectives that we planned for your scheduled time at that visit. If you arrive late to your appointment, we will do what we can in the time remaining. On some occasions we may have to reschedule the appointment. Frequently missed appointments will delay treatment and can lead to unsupervised treatment. Please call as soon as possible to reschedule missed appointments. When we reschedule missed appointments, we will try to get you in as soon as possible to avoid delaying your treatment. For this reason, we will be booking them at our sooner availability and they may be only be available during school and/or work hours as our schedule is booked weeks in advance as per the regular orthodontic visit cycles.

EMERGENCIES AND REPAIR APPOINTMENTS

Sometimes orthodontic appliances can become loose or break. Wires may poke as well during treatment. Please call our office to book a repair or comfort appointment rather than coming in unannounced. In this way we can determine what the problem is and schedule the adequate amount of time needed. Broken appliances are not considered an emergency if they are not causing pain, discomfort, inability to eat or function. However, please let the office know prior to your next scheduled visit of any broken appliances (even if you are not in pain) to determine how soon it needs to be repaired. In the event of an emergency out of our business hours (broken appliances that are poking or causing pain) please email your orthodontist directly, Dr. Pablo Kimos: drkimos@cityortho.ca

PAYMENT PLAN AND TREATMENT TIME

Your Payment Plan is a legally binding contract to pay the full amount for services rendered. This represents the full amount for your orthodontic treatment and you should not encounter “surprise” charges throughout the duration of your treatment. Orthodontic treatment length can vary between each patient depending on many factors. The estimated time for treatment completion can be less or more than estimated. The total fee of your payment plan is for the total services rendered and is NOT directly related to treatment time. For those patients who choose a monthly payment schedule, the number of payments is usually not representative of the number of visits. It is just a courtesy that our office to provide flexible payment schedules without interest charges. For example, if your treatment is completed before your payment schedule you are expected to complete all payments as per indicated in your contract. On the other hand, if the treatment time goes over the estimated time, City Orthodontics will not increase the number of monthly instalments initially set on your payment plan. Payments will be due on the date chosen between the 1st and the 15th of each month. You will be automatically charged as per your payment method of choice (Visa, Mastercard, debit or postdated cheques) on the selected date. ALL postdated cheques are to be left in the office the day the contract is signed. We will do everything that we can to make sure that your treatment does not go beyond the estimated time. However, like in any other doctor and patient relationship, you as a patient, are also responsible to comply with appointments as scheduled and wearing appliances or elastics as prescribed. Poor compliance and missed appointments will delay your estimated completion date.

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DECLINED CARDS, NSF CHEQUES AND FALLING BEHIND WITH YOUR PAYMENT PLAN

We help our patients by curating a payment plan that is suitable for them to facilitate payments for orthodontic treatment. This is discussed with you in advance and we therefore expect that the payments come through as scheduled. If you need to change your payment schedule during treatment, please advise our admin team as soon as possible so they can discuss with you options to help you not fall behind. We will help as long as it is within our business policies. In the event that the payment schedule set up in your initial contract is not met, treatment will be paused. This involves, removing appliances to avoid risks and providing interim retention. Treatment can be resumed once the owing balance is cleared. Additional charges may apply for new appliances.

INSURANCE FORMS AND BENEFIT ENQUIRIES

Orthodontic offices in Canada typically don't bill insurance companies directly. However, as a courtesy with our patients, our team can help you enquire about your insurance coverage. Please know that we cannot be responsible for the information provided by your insurance company. We can provide a pre-determination form in order to determine what coverage you are entitled to. Once you determine what your coverage is, we can also provide claim forms with the information required by your insurance company. If additional forms or information is required by your insurance company after treatment starts, it will be your responsibility to notify our office so we can provide this information. Your insurance company will reimburse you according to the provisions of your policy. Since professional services are rendered to you and not to your insurance carrier, you are responsible for the fee schedule as indicated on your Payment Plan with us. Your insurance carrier is responsible to reimburse you for the portion that you are entitled to.

NON - REFUNDABLE FEES

A portion of the total fee is to cover lab fees, material costs and doctor time to diagnose and prepare your treatment plan. For this reason, the initial payment is required before we can order the appliances that will be used for your treatment. This portion is non-refundable once appliances are ordered or braces are placed on your teeth. Especially, for the case of clear aligners, the vast majority of the initial fee goes towards covering their lab fee. If patients change their mind about doing treatment or the type of appliances, we will not be able to refund this portion once the clear aligners are fabricated. The same applies for other appliances fabricated by third parties.

RETAINERS

The bone around the roots of your teeth is constantly regenerating and moving. Thus, the teeth being housed in this bone tissue can also move with it. This is why we provide retainers at the end of treatment: To "retain" your orthodontic results and protect them from these natural changes in bone biology. We believe that retention is as important as treatment itself. Thus, we include the first set of retainers in your total treatment fee. Additionally, we also include retainer check visits for up to 12 months (it can be less depending on the case) after treatment is completed. The type of retention varies depending on what is more suitable for each case. Retainers are usually indicated to be worn at nights indefinitely. Not doing so can result in misalignment or relapse. If these changes require re-treatment, additional fees will apply. See below for further details.

CHARGES NOT INCLUDED IN YOUR PAYMENT PLAN

Your total fee indicated on your Payment Plan is the full amount for your orthodontic treatment and you should not encounter "Surprise charges" along the way. However, there are some exceptions for the following cases. Please know that we do not charge extra for broken brackets. However, lack of care can lead to multiple breakages that will increase your treatment time. If multiple breaks become habitual due to lack of care extra charges may apply. The following will generate orthodontic fees not included in your Payment Plan:

1 - OFFICE VISITS AFTER COMPLETING TREATMENT AND RETENTION PERIOD

Any visits after the retention period have been completed will have a charge. You will be advised of the fee range when booking the appointment if the need arises for you come back to see us again. If x-rays or other records are required during these visits, they will be charged separately.

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2 - EXTRA SET OF RETAINERS

DUE TO NORMAL WEAR AND TEAR: As indicated above, we will enroll you in a supervised retention program after treatment is completed. Once this retention period is completed the patient is expected to keep wearing their retainers as prescribed. However, like everything else in life, retainers have a normal wear and tear and don't last forever. When the need to replace your retainer arises; you are welcome to contact our office to order new retainers for a fee. The fee will be discussed with you before ordering the replacement.

DUE TO BROKEN OR LOST RETAINERS: Lost or broken retainers are not included in the orthodontic treatment fee even in the first 12 months after getting your retainers. Please follow all care instructions provided by our team when inserting your new retainers.

DUE TO POOR COMPLIANCE: When retainers are not worn as instructed, teeth can move to the point where a retainer no longer fits. If the retainer cannot be adjusted a new replacement can be ordered at a fee to prevent further movement.

DUE TO DENTAL OR RESTORATIVE WORK: If restorative work (fillings, crowns, etc..) are done after your retainer is inserted, chances are that this retainer will no longer fit and a replacement will be required at an additional fee. If you are planning to do restorative work after treatment, please consult with your orthodontist well in advance so we can coordinate with your dental office to help you avoid an additional retainer fee and to prevent movement of your teeth.

3 - TREATMENT TIME EXTENSION AND CHANGES DUE TO POOR PATIENT COMPLIANCE

There are some biology and cooperation factors that are beyond the orthodontist's control that may require a change in treatment plan during your progress as an orthodontic patient. If removable appliances such as bite plates or clear aligners cease to fit during treatment due to lack of wear, they would need to be replaced. A fee to re-scan and order new appliances can range between $300 and $500. Treatment options (fixed and removable) will be discussed in detail with you prior to starting treatment so you can know if you will be able to comply with clear aligners. If after treatment starts, you are not able to comply with clear aligners and decide to switch to braces, this generates an extra cost that can be up to $1,800.

4 - FUTURE RE-TREATMENT DUE TO RELAPSE

Relapse (teeth shifting from their final position) can take place due to poor compliance with retainers or due to biological factors that are beyond the orthodontist control. As long as patients wear their retainers as prescribed, teeth should not relapse. Poor compliance with retention will likely lead to relapse. Relapse correction will likely require orthodontic re-treatment at an additional cost if this takes place at any time after finishing treatment. Some physiologic factors can lead to teeth movement even when compliance with retainers is being met. However, in these cases, chances are that the movement is still within the standard deviation of the norm. Re-treating this will trigger a charge if it takes place 12 months after we remove appliances.

5 - SHORT NOTICE CANCELATION AND MISSED APPOINTMENTS

Cancelling an appointment less than 2 business days prior to the scheduled visit time or not showing up for your appointment will be considered a missed appointment. Please understand that we have reserved a time for you that generates staffing costs etc. to see you. Therefore, missed appointments will trigger an extra fee that can vary depending on how much time we had reserved for that appointment. Our missed appointment fees range from $25 to $200 depending on the length of the appointment scheduled to cover staff costs.

6 - NSF CHEQUES

There is an administration fee of $10 that will be added to your balance for each NSF cheque.

7 – SHIPPING FEES

If you request anything to be shipped to you, you will receive a shipping estimate to cover the cost and this is to be paid in full prior to the shipment being sent by courier.

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TREATMENT TRANSFERS AND PAYMENT PLANS

If for any reason, treatment cannot be continued at City Orthodontics we will calculate how much you have paid with respect to the services you received. If the patient has pre-paid for services that we provided, we will give back the portion for services not rendered. In the opposite situation, the patient will have an owing balance that is expected to be fully paid as per your contract. For example, this may happen if a patient needs to relocate out of the city and continue care with another orthodontist in their new home town. If this patient had chosen lower payment instalments, chances are that we had provided more services and the patient will have to pay the City Orthodontics for this portion of rendered services. If the opposite situation occurs, for example, treatment was prepaid in full; it is more likely that City Ortho will return a portion for services not rendered. Please be aware that we have no control over other offices fees. It is likely that patients end up paying more than expected when transferring offices.

I acknowledge that I have received and reviewed the City Orthodontics office policies.

Signature parent/ patient: _____ Date: _____

Name of The patient _____

Witness Signature _____ Date: _____