

Appointment Policy

Thank you for choosing Dr. Alana's practice for your orthodontic care. We are committed to providing you with the best possible service and ensuring that each appointment runs smoothly. To help us maintain an efficient and effective scheduling process, we ask that you review the following office policies.

1. Office Hours & Availability

Dr. Alana is available in the office on the following days and times:

Monday, Wednesday, Thursday: 8:30 AM to 5:30 PM

Saturday Appointment: One Saturday appointment per month from September to May.

2. Bonding Appointments

Bonding appointments requiring one hour or more **must be scheduled between 8:30 AM and 1:00 PM**. These appointments will not be scheduled in the afternoon.

If you need to adjust your work or school schedule for these appointments, we can provide an excuse note upon request.

3. Late Arrivals & Grace Period

We understand that sometimes delays are unavoidable. We offer a 10-minute grace period for late arrivals. However, if you are running late, please notify us as soon as possible so that we can adjust your appointment time and still serve you and our other patients efficiently.

Please note that if you arrive after the grace period, your appointment may need to be rescheduled, and a fee may apply.

4. Cancelled or Missed Appointments

We kindly request that you provide at least 24 hours' notice if you need to cancel or reschedule an appointment. A \$25 fee will be charged for any missed or cancelled appointments without proper notice.

5. Broken Brackets

Broken brackets are not considered emergencies. If you experience a broken bracket, please contact our office as soon as possible. We will provide you with instructions on how to proceed.

Note: After five broken brackets, a \$25 charge will be added to your account.

6. Acknowledgment

By scheduling an appointment with Dr. Alana, you acknowledge that you have read and agree to the policies outlined above. These policies are in place to help us serve all of our patients efficiently and to ensure that everyone receives the best possible care.

Thank you for your cooperation. We look forward to continuing to provide you with excellent orthodontic care!