

# DR. REBECCA J. FORNERO

## WELCOME TO OUR OFFICE

Thank you for selecting our office for your orthodontic care. Our goal is to provide individualized care for our patients in a professional and comfortable environment. We want the quality of care that we provide and the lasting relationships that we develop to let you feel confident in your choice of our office. This letter has been created to inform you of many of our office policies and procedures. Please feel free to ask any questions you may have about this information or any other area of our practice.

## OFFICE HOURS AND SCHEDULING

We see all patients on an appointment basis and ask you that you call in advance so that we can reserve time for you. This enables us to operate on time. We feel it is important to minimize the amount of time you wait before being seen. We make every effort to honor all time commitments and ask that you extend the same courtesy to us. If you cannot keep a scheduled appointment we ask that you give us 24 hours notice. This makes it possible to give your appointment time to another patient. We realize of course that emergencies can arise that can prevent a patient from keeping an appointment. However, we reserve the right to make an additional charge for missed appointments after the second such occasion. We also reserve the option of rescheduling appointments for patients that arrive late. The office number is 618-345-0230.

A limited number of weekend and evening appointments are available, however those hours are very popular. You are welcome to these appointments as long as they are available, but it is not possible for all appointments to be scheduled after school or work. It is not recommended that appointments be delayed for convenience of scheduling, as this will definitely make treatment take longer. If your first choice of appointment times is not available, please consider a less ideal time so that treatment may be completed as quickly as possible.

## GETTING STARTED

There is no charge for a patient's initial examination. If the patient is not yet ready to begin treatment, they will be placed on periodic recall for observation.

If the patient is ready for treatment, records will be necessary. These include impressions of the teeth, photographs, and x-rays. These records can be taken at the initial visit or can be rescheduled for a more convenient time if you desire. There is no fee for the records.

A consultation appointment will be scheduled for two weeks after the records. At this appointment the treatment plan and fee arrangements will be discussed and you will

receive information on what to expect and how to take care of braces. An appointment can then be made to place the braces.

## ACTIVE TREATMENT

Once treatment has begun, appointments are scheduled for adjustments at four to six week intervals, depending on the treatment plan. As you leave each adjustment visit, you will schedule the next appointment. If you have any questions or problems between visits, do not hesitate to call.

## RETENTION VISITS

When active treatment is complete, patients enter the retention phase of treatment. This involves wearing some form of retainer for an indefinite period of time and is necessary in order to maintain the orthodontic correction that was achieved during active treatment. We firmly believe that recall visits are important after orthodontic treatment and wish to see our patients for at least two years after the removal of braces.

One set of retainers is included in the treatment fee arranged at the beginning of treatment. If retainers are lost, broken, or no longer fit due to lack of wear, a charge will be made for replacement retainers.

## EARLY AND LIMITED TREATMENT

Some patients may have a first phase of treatment prior to full orthodontic treatment. This is more limited in scope and is intended to help achieve a better result when full treatment is complete. Other patients may prefer to treat only one aspect of their malocclusion. If that is the case, all options will be discussed before treatment is begun.

## FEES AND INSURANCE

All fees will be explained before any treatment is begun and payment arrangements will be made. Typically an initial payment is made the day treatment is begun and is followed by monthly payments on the remaining balance. The fee for active treatment typically includes the appliances and all adjustments during treatment and one set of retainers after the braces are removed. Our treatment fee does not include any dental work done outside this office. A charge is made for excessive breakage of the appliances.

The responsibility for payment of fees is an obligation of the patient or parents of a child patient. As a convenience to you we will submit insurance forms for those that have orthodontic insurance and will accept direct payment from the insurance company. Please remember that no orthodontic insurance covers the entire fee and the patient or parents are responsible for deductibles, co-pays, or any other balance not paid by the insurance company.

Payments can be made three ways.

1. We will provide monthly payment coupons and accept checks, cash, or credit cards.
2. You can authorize us to automatically place your monthly payment on your credit card.
3. The entire fee can be paid at the beginning of treatment. In this case we will deduct 10% from the total treatment fee.

## TREATMENT TIME

In orthodontics there are so many variables that it is impossible to know in advance the exact amount of time required to treat a given patient. Bone growth, habits, muscle changes, eruption patterns of teeth, patient cooperation and other factors will vary from patient to patient. To the best of our ability we will estimate treatment time. Cooperation of the patient is required in every way. We will expect instructions to be followed in such things as wearing of all appliances, brushing the teeth, avoidance of certain foods and keeping all appointments. Cooperation will insure the best possible result in the shortest possible time.

If, during the course of treatment a patient fails to cooperate to such an extent that a satisfactory result cannot be reached, in the best interest of the patient termination of treatment will be considered. This rarely occurs and only happens after all attempts to get cooperation have failed.

## TOKENS

We want to encourage our patients to be actively involved in their treatment and the care of their braces. This is one reason for offering a choice of colors for braces and retainers. We also have a token incentive program. Patient can earn up to three tokens per visit, to be redeemed for gift certificates to area businesses. Tokens are earned for:

- being on time for the appointment
- having spotlessly clean teeth when seen for treatment
- having no broken appliances

Patients are responsible for keeping their own tokens. We will not replace lost ones.

## BAD WEATHER POLICY

If the weather is bad enough to close local schools, it is possible that we may also have trouble reaching the office. If Collinsville Unit 10 schools are closed for bad weather, please call before coming for your appointment to be sure that we are in. We will get to the office as soon as possible and will reschedule any appointments that were missed.