

## IMPORTANT INFO TO TAKE NOTE OF BEFORE WE START YOUR TREATMENT

- 1. We do not claim from medical aids except from Discovery medical aid** (funds permitting). You have to settle your account with us and then submit to your medical aid for payment. In addition, most medical aids require authorization before we start treatment. It is the patient's responsibility to make sure the authorization is in order before we start treatment.
- 2. Long appointments are always scheduled in the mornings** (putting on the braces and taking them off). Braces cannot be placed or removed in the afternoons. This is done to minimize time off from school. The monthly short appointments will be reserved for the afternoons.
3. The doctor has two practices (Cape Town and Dainfern) and commutes in between the practices. However, registered oral hygienists are always at the practices for emergencies.
4. Our office hours are from Monday to Friday. We are closed on Saturdays and Sundays.
- 5. The doctor does not know how long braces will stay on and gives a "guesstimate"**. Please note that treatment **time may vary greatly**. Putting pressure on the doctor to treat faster only creates tension and unhappiness. Unfortunately, orthodontics is not a quick fix and proper treatment takes time.
- 6. The quoted fee is not related to the treatment time or number of visits**. If we finish treatment a bit before the "guesstimate" time, it does not mean you don't have to pay anymore. There is also no extra cost if treatment takes longer than expected.
7. Our staff have kids in daycares and creches. This means that children have to be picked up before a certain time. Therefore, **we will not be able to accommodate you if you are scheduled as the last patient of the day and maybe running late**. Your understanding regarding this matter is greatly appreciated.
- 8. There is an additional fee for the retention appliances on your quote**. Please note this is not included in the active treatment cost.
- 9. We expect the patients to arrive with clean teeth**. If the patient arrives with dirty teeth we might have to **reschedule in extreme cases**. Unfortunately, with Covid regulations, brushing at the practice is not allowed. It might therefore be necessary to take a toothbrush to school and brush before your appointment.
- 10. Every orthodontic patient will have to wear retainers after braces**. Retainers are necessary to maintain the result. If you do not wear your retainers, the teeth will move back to when we started.

I, \_\_\_\_\_

, acknowledge that I have read and understand points 1-10.

SIGN: \_\_\_\_\_ DATE: \_\_\_\_\_