



## Office Policies & Financial Agreement

Numerous factors must be considered when planning orthodontic treatment. The initial exam can contain a lot of information, and some of the points discussed may be forgotten or not fully understood, so this will highlight some of the important points.

You are always welcome to ask questions or discuss treatment progress with the doctor. We want this to be an enjoyable experience for everyone. We're glad you are here and we look forward to giving you the smile you deserve!

### Practice Scope

Our practice is limited to the specialty of Orthodontics & Dentofacial Orthopedics. We will call your attention to any problems we may find, but we do not provide general dental work (e.g. cleanings, restorations, cavity repair, etc.). It will be necessary to continue regular dental checkups with your general dentist during orthodontic treatment (every 6-12 months). Additionally, it is up to the responsible party to be aware of all associated costs for procedures that will be performed by a general dentist and/or dental specialist (i.e. removal of teeth, veneers, crowns, bridges, implants, etc.), which are not part of the orthodontic treatment fee.

### OSHA & HIPAA

All state and federal OSHA regulations are strictly adhered to. Our office maintains the privacy of all patients' personal information through compliance with HIPAA regulations. At times, it may be in the best interest of the office and other patients to only allow patients in the treatment area (excluding the initial exam, new patient oral hygiene instructions, and at the request of the doctor or the staff).

### Treatment Plan

The treatment plan discussed at the new patient exam is a preliminary plan only. Based upon evidence gathered from full orthodontic records, modifications may be made to the original treatment plan. Changes to the original treatment plan will be discussed with the patient/parent before any appliances are placed. Additionally, changes may be made to the treatment plan at any time during active treatment in order to give the patient the best result possible. The patient/parent will be notified of any treatment plan changes and have the opportunity to accept or refuse the proposed changes. The doctor develops a custom treatment plan for each patient. For treatment to be as efficient as possible and to ensure the best possible result, the doctor will decide on the timing and sequence in which to place the brackets and deliver appliances. Many patients do not get all their braces placed at the first appointment; rather, they will be added incrementally over time as the doctor sees fit and for the comfort of the patient.



### Treatment Time & Result

Treatment time will be estimated at the initial exam, however this is an estimate only. Actual treatment time and treatment results are dependent upon many factors. Orthodontic treatment requires a commitment from the patient in order to achieve the best result possible. Patient factors that affect treatment time and treatment results include (but are not limited to): growth (jaws and teeth), patient habits, muscle changes, patient compliance and anatomical variation of teeth (shape, size, color, and composition). Abnormal growth and/or lack of cooperation by the patient in any of these areas, in addition to the doctor's treatment recommendations, may result in prolonged treatment time, compromised results, early removal of the braces and/or additional charges.

### Cooperation During Treatment

We will advise the patient and/or parents when an area of cooperation needs improvement. Repeated non-compliance in any of the areas below will subject the patient to an extended treatment time, compromised result, additional charges to replace broken appliances, and/or early removal of all appliances at the doctor's sole discretion. If treatment time is prolonged due to non-compliance from the patient, you may be responsible for charges associated with the additional treatment time.

- **Appointments:** We understand that life happens and patients may arrive late for their appointments. In these situations, we will do our best to complete the tasks assigned to the appointment; however, please understand that our office will give priority to on-time patients before we attempt to see any late patients. We recommend that late patients reschedule if they do not have time to wait.
- **Broken appliances:** Even with excellent patient compliance, broken appliances can be a part of orthodontic treatment. Our office will do our best to replace broken brackets as soon as possible; however, unless you are already scheduled for a longer appointment, expect that we will have to remove the broken bracket and reschedule the full repair. Short appointments do not allow the time required to properly replace the bracket. Additional charges may be incurred for lost, loosened or broken appliances.
- **Oral Hygiene:** We may ask patients and/or parents for help in obtaining better brushing and flossing habits, as well as ensuring proper wear and care of the braces and/or prescribed auxiliary appliances.
- **Lost Appliances During Treatment:** This applies to removable appliances (retainers, removable expanders, etc.). You may be responsible for any lab fees associated with replacing an appliance of this nature. These fees can range between \$100-\$400.

Repeated replacements/repairs will subject the patient to an extended treatment time, compromised result, and potential additional charges. If treatment is prolonged due to repeated replacements/repairs, you may be responsible for charges associated with the additional treatment time.



### Scheduling/Rescheduling

The patient and/or parent(s) is/are solely responsible for maintaining regularly scheduled appointments. As our practice works primarily with children, it is sometimes necessary that we see our patients during typical school hours. There may be times when an orthodontic appointment will have to take priority over school activities. In the past, we have found that schools are cooperative in this matter, and we're happy to provide a note excusing the patient's absence. We understand that your time is valuable, so in an effort to ensure complete patient and parent satisfaction, the doctor requires that all patients schedule longer appointments (30 minutes+) midday. For many patients, treatment usually consists of a handful of longer appointments (for example, bonding braces or Invisalign attachments, delivering appliances, etc.). These tend to be at the beginning and end of orthodontic treatment, though, and we try to keep them as limited as possible. The popular before and after school appointment times are reserved for quick appointments.

### Invisalign

Excellent compliance with all Invisalign treatment plans is required for the aligners to work properly. It's in your best interest to keep all aligners until the end of treatment, just in case. In some cases, we may need to go back and wear them again for a short amount of time.

Midcourse correction: If compliance with the Invisalign treatment plan is adequate and treatment is still not tracking properly, the doctor will recommend a midcourse correction.

Refinement: If the first series of aligners has been completed but additional tooth movement is needed, we can do an Invisalign case refinement.

The midcourse correction or the Invisalign case refinement typically involves taking new scans of the teeth, as well as updated photographs. A new series of Invisalign aligners is then dispensed to the patient. For Invisalign Full & Teen, midcourse corrections or case refinements are included with your orthodontic treatment. In the cases of Smile Express or Limited Invisalign, if additional midcourse corrections or case refinements are needed, an additional charge may be applied. If dental work is performed during Invisalign treatment that prevents the Invisalign aligners from fitting properly, an additional lab fee may be incurred at the patient's expense.

### Retention

When the treatment is completed, all appliances will be removed, and retainers will be custom fit for the patient. Worn properly, retainers ensure that the final result upon removal of the appliances will be maintained. Improper retainer wear due to the loss of the retainers and/or



broken retainers will cause shifting of the teeth. Re-treatment fees to correct shifted teeth due to improper retainer wear are the sole responsibility of the patient/parent and not our office.

If a bonded retainer has been placed, a first-time breakage may be repaired at no cost, unless the damage is due to patient negligence. If more than one breakage occurs, the doctor will assess the repairs needed, determine a fee for repair/replacement, and may determine whether or not a removable retainer is in the patient's best interest instead.

#### Treatment Fee

All fees charged through this office are the responsibility of the Financially Responsible Party. This may be the patient, parent, and/or guardian, and remains regardless of insurance coverage. The treatment fee includes: a comprehensive examination, x-rays, photographs, digital models of the teeth, all appliances and office visits during the corrective treatment period, placement of the retaining appliances, and retainer check appointments for a one year period following removal of the braces. After that, a per-visit charge may be assessed (excluding patients that are between phases and return to the office for Growth Guidance).

#### Insurance

If the patient has insurance coverage with a managed care organization with which this office has a contractual agreement, we will submit your dental insurance claims at no extra charge to you. Any available orthodontic benefits will be paid directly to our office. If, for any reason, the estimated insurance benefit is denied, not received and/or not paid by your insurance carrier (for procedures and/or appliances before, during and/or after orthodontic treatment), the remaining balance becomes the responsibility of the Financially Responsible Party.

#### Payments & Financial Agreements

The Financially Responsible Party agrees to pay all applicable copayments and deductibles that may arise during the course of treatment for the patient. The Financially Responsible Party also agrees to pay for the treatment rendered, even if the treatment is not considered to be a covered service by a third party insurance company. If your account is on a monthly schedule, payment is due every month regardless of your appointment schedule. Failure to keep an account current will result in dismissal from the practice and the inability to receive additional services (except in the case of emergency for 30 days post-dismissal). Any refund made to the patient is solely at the discretion of our office. We will not accept mediation or divorce decrees; the Financially Responsible Party signing the financial agreement is responsible for all treatment fees and must seek appropriate reimbursement from the other party on their own. We are unable to pursue payment from any party that has not signed a financial agreement with our office.



### Transfers

Patients are heavily discouraged to transfer during active treatment, as transferring during treatment can potentially extend treatment time and increase the overall out-of-pocket treatment fee. If the patient must transfer during treatment, the policy for determining the refund amount due to the Financially Responsible Party or payment due to our office by the account holder will be based on the following factors: The cost to place initial appliances (including any lab fees), the cost of treatment rendered to the point of transfer (including office time and cost of materials), and any additional services not provided at the time of transfer (extended retainer program and/or in-office whitening services).

### Oral Hygiene Stoplight System

What good are straight teeth if they have cavities, right? White spot lesions are a type of early (and unfortunately, permanent) cavity that forms in orthodontic patients when the home care is not ideal. If we notice that your home care might be causing damage to your gums or teeth, we are will take the following steps:

Warning #1 will be given when the doctor notices that the gum tissue has become irritated and/or puffy. We will provide oral hygiene instructions and may recommend products in the hopes that you're able to turn things around on your own and improve your oral hygiene.

Warning #2 will be given when there has been minimal or no improvement in oral hygiene habits since the last appointment. We will again provide oral hygiene instructions and may recommend products in the hopes that you're able to turn things around on your own and improve your oral hygiene.

Warning #3 will be the final warning, and will be given when there has been minimal or no improvement in oral hygiene habits since the last appointment, and there are signs of permanent white spots forming on the teeth. We will provide oral hygiene instructions and again stress the importance of improving oral hygiene; however this time we will likely remove the wires from your braces. This will allow the patient to better access the tooth surfaces. The patient must then return to our office in 2-4 weeks for another oral hygiene check. If no improvement has been made, all appliances will be removed. This is not a punishment. Rather, we care enough about our patients that we don't want to see their teeth permanently disfigured from cavities. The patient may be able to continue braces at a later date when he/she is able to take better care of his/her teeth & gums.

Parents must play an active role in the oral hygiene of their children. When we issue oral hygiene warnings, parents all too often point at the child and state: "Did you hear what the doctor just said?" It is important for parents to understand that dental health is a partnership



between the patient, the office and the parent. If your child is struggling with his/her home dental care, we'll give you all of the tools to assist and supervise them so that they can see the end of treatment and a beautiful, cavity-free result. Sadly, failure to do so has lifelong consequences.

Photo Release

Subject: Social Media, Advertising, Educational Purposes, Illustrations, etc.

Location: Krieger Orthodontics, Events Sponsored by Krieger Orthodontics, etc.

I hereby grant permission to Krieger Orthodontics, its representatives and employees the right to take photographs of me and my property in communication with the above identified subject. I authorize Krieger Orthodontics, its assignees, and transferees to copyright, use and publish the same in print and/or electronically.

I agree that Krieger Orthodontics may use such photographs of me with or without my name and for any lawful purpose, including for example, such purposes as publicity, illustration, advertising and web content.

I also understand that once my image is posted on Krieger Orthodontics' website, social media page(s), or online blog, any computer user, which is beyond the control of Krieger Orthodontics, can download the image and I will hold him/her and any of his/her affiliated offices harmless from any such use or download.

I hereby freely and voluntarily consent to the use of my photograph as stated above until I revoke this consent in writing.

Yes

No