

January 2010

***Dear Patients:***

In an effort to increase efficiency, and maintain a high level of professional care, we have been prompted to re-notify our patients of our office policies and procedures concerning *scheduling* appointments as they relate to our patients' treatment.

Patients are seen by appointment only. We make every effort to be on time for our patients, and ask that you extend the same courtesy to us. *Late arrivals* affect our other patients and the timeliness of our schedule. If a procedure cannot be completed due to a "*late arrival*" we will require the patient to re-schedule at our earliest convenience. Please keep in mind that "*missed*" appointments only add to your treatment time. If you cannot keep an appointment, please notify us immediately. This courtesy on your part makes it possible for us to give your reserved time to another patient.

We ask that your next *appointment* time be reserved before you leave the office after each regular visit. If a patient needs to re-schedule an appointment that is still several weeks/days away, we try to accommodate as we do understand that school/work schedules can change. However, if an appointment is *missed* or *broken* and needs to be *re-scheduled*, the patient's treatment time is often lengthened and a new reservation may not be available for several weeks.

We are concerned about you missing school or work, and we schedule appointments so that each patient receives his/her fair share of convenient appointments. We schedule procedures that require more time in the morning and the shorter appointments in the afternoon. We try to accommodate as many *after school* appointments as we can.

*Dr. Bishop* offers several *appointment reminder* options including *email reminders* several days out, night before *phone calls*, and *text message* reminders through our *website*. However, we expect that all patients keep track of their appointments as we do also offer an *appointment reminder ticket* each time a new appointment is reserved in our office. If appointment or account information is needed, please access our website [www.bishoporthodontics.com](http://www.bishoporthodontics.com) 24 hours a day.

We are always happy to assist our patients with scheduling for a timely treatment and/or assist with any questions or concerns. We are committed to completing treatment on time and creating healthy & beautiful smiles!

Sincerely yours,

**Dr. Bishop** and **Staff** 