

Mission

Our mission at Thomas Orthodontics is to provide our patients and their families state-of-the-art orthodontic care along with a comfortable, family oriented atmosphere. We guarantee that you will be impressed by our warm, fun, interactive setting that was designed with your comfort in mind.

Appointments and Scheduling Guidelines

Your scheduled appointment time has been reserved specifically for you. We request 24-hours notice if you need to cancel your appointment. We are aware that unforeseen events sometimes require missing an appointment, and appreciate your cooperation.

We would like to offer after school appointments to everyone. However, there are not enough of these later hours to go around.

To help treatment progress quickly, please remember:

- Our state-of-the-art treatment allows you to be seen at 4-8 week intervals. Fewer visits mean less scheduling problems.
- Longer appointments are scheduled midday.
- School authorities regard orthodontic appointment as excused absences. School excuses are only provided to the patient with an appointment on that specific day.
- If an appointment is missed or changed on short notice, a new appointment will need to be rescheduled as soon as possible, within the constraints of our schedule. Missed appointments will prolong treatment.
- Our goal is to be on time for each and every patient; therefore, late arrivals can pose a problem. In fairness to other patients, we may need to reschedule or alter the amount of work planned for that appointment.

Payments and Policies

We offer several payment options to suit your family's needs. A bookkeeping courtesy is given for payment in full at the beginning of treatment. Interest-free payment plans are also available for your convenience. Orthodontic payments are due on the 1st of every month and each consecutive month until paid in full. A late fee of \$25.00 will be charged on all accounts which are 15 days past due. Our monthly payment options include monthly Credit/Debit Card Drafts, Online Payments, or Automatic Checking Account Draft. Treatment times differ from patient to patient and payment options do not correspond to the estimated treatment time but are merely provided for your convenience.

Our fee includes the procedures performed in this office, one set of retainers and observations. Additional charges could be made for lost/broken appliances, in cases of non-cooperation, or lost/damaged retainers.

Broken Braces

Broken appliances are a part of orthodontic treatment. With braces sometimes the patient has received trauma to the mouth or maybe they just decided to cheat a little on the "No Eats List". The average patient will break two brackets during their course of treatment. Sometimes brackets will come loose while the patient is just sitting around, but this only happens if the brace has already been somewhat loosened at an earlier date but did not fully break free from the tooth.

We understand and do not get upset about it. But, we do want you to know that broken brackets will result in a delay in treatment. We also want you to know that any appointment that involves the placement of braces must be done during school hours. This is a long appointment. It cannot be done before or after school because everyone wants to be seen at this time. Also, we let the patients know that the first 3 broken braces are repaired without a charge. After that, there is a \$25 charge for each additional broken bracket.

Broken or Lost Retainers

We encourage our patients to always keep their retainers in their cases when they are not in their mouth to prevent accidental loss and breakage. Broken or lost retainers incur an additional fee. It happens. Call the office immediately for an appointment. This is a longer appointment because we may have to take impressions and the patient has to be seen during school hours. Broken retainers are often repaired and there will be an additional charge for repairs. The cost for a wire retainer replacement is \$150. The cost for a clear retainer replacement is \$75.

Insurance Policy and Guidelines

How does orthodontic insurance work?

There are many different agreements between insurance carriers and their subscribers, and each contract provides a different benefit. Orthodontic insurance generally differs from regular dental insurance in that each insured individual usually has a lifetime maximum benefit for orthodontic services. This benefit is paid as a percentage of the orthodontic fee (diagnostic records, initial fee, monthly payments, etc.) until the benefit maximum has been reached. Charges for lost or broken appliances may not be covered by insurance.

How does this office assist you with insurance?

For your convenience, we are flexible on our payment plans and do accept payment from insurance companies. We will gladly assist you in submitting initial insurance claims pertaining to charges for care rendered in our office. However, please be aware that our primary financial relationship is with our patients or their families and not with their respective insurance companies. Financial arrangements can be made based on your estimated insurance benefit; however, any outstanding insurance claims not paid are the responsibility of the patient or the patient's family. Arrangements can be made for your monthly payments to be charged to your debit/credit card or automatic checking account draft.