



# Appointment Scheduling

In order to provide the most effective treatment, and ensure quality time with our patients, certain appointments have dedicated time slots during the day. Our goal is to minimize inconveniences for our patients, while maintaining the best customer service and most productive treatment schedule. To do so, the following scheduling guidelines have been established:



## **LONG APPOINTMENTS**

Longer appointments are scheduled mid-morning or early afternoon to provide the required time needed for putting on or removing braces/appliances. These time blocks allow us to accommodate your more frequently needed appointments during peak afternoon hours.



## **SHORT APPOINTMENTS & PEAK HOURS**

Routine adjustments can be scheduled at any time. Our schedules fill quickly during peak afternoon hours, between 3:00 - 4:30 p.m. We encourage scheduling your next appointment(s) at the time of your current visit.



## **LATE ARRIVALS & CANCELLATIONS**

If you are running late or need to cancel an appointment, please call our office right away and we will do our best to accommodate your appointment needs. Late arrivals could have an extended wait time or may need to be rescheduled in consideration of other patients' schedules and treatment needs. Overall treatment time can be affected by rescheduled appointments.



## **REPAIRS & AFTER HOURS**

Loose brackets and poking wires can be irritating, but in many cases, can be addressed over the phone or at your next appointment. Please call our office and we will help assess the problem.

After hours, you can find temporary solutions for common issues at:  
[greatbraces.com](http://greatbraces.com) > patient info > treatment info sheets

If you have not been able to remedy the situation, or feel you need assistance please call our After Hours Emergency Line at (815) 641-0571 and a member of our team will be happy to help.