

*** Signature Needed on Backside ***

Office Policies, Authorization & Information
Smile Center of Orlando
3710 Aloma Avenue, Winter Park, FL 32792
(407) 678-8848

Guarantee of Work: The Smile Center of Orlando guarantees its dental work for 5 years after the service has been completed, provided you have maintained your two regularly scheduled preventive appointments annually.

Whitening for Life Program: As a new patient, at your return 6 month check up you will receive your free take home whitening kit and custom whitening trays (\$350 value), provided that you are decay free! Keep your dental health in good standing by completing your treatment plan and maintaining your two annual dental check-ups, and you will receive your additional whitening gel touch up kit (\$40 value) one time per year for the rest of your life for free!

Photographs: By signing below, you authorize the Smile Center of Orlando to use photographs of you and/or your smile for the purpose of before & after photos and internal marketing purposes. Your personal information will not be distributed or sold to any companies for other solicitation purposes. A faxed copy of this authorization will be deemed as an original.

Appointment Confirmation System: The Smile Center of Orlando tries to be the most efficient, cost-effective office to our patients. One way which we obtain this efficiency is to utilize an automated telephone confirmation system.

In order for our system to be successful, we need you to respond to the phone call. You will receive an automated telephone call two days prior to your scheduled appointment to confirm this appointment. It will give you several options from which to select.

Selecting #1, indicates appointment confirmation OR Selecting #0, allows you to leave a message

Only if you select number 1, which confirms the appointment, will you indicate to us that you will be here for your appointment. The automated system will leave a message on your answering machine if you do not answer.

If no one answers the phone and if there is no answering machine, the system will call you several times. If we do not receive a confirmation from you (by hitting number 1 on your phone at any time during the message) and if you do not receive a message on your answering machine, you will receive another call from our staff the day before your appointment to attempt to confirm it one more time.

No-Show/Cancellations: An appointment has everything to do with your on-going dental health, so we would like to take this time to let you know when an appointment is made, that time is reserved exclusively for you. It has always been our intention that your time is valuable and important. So we have one theory about scheduling . . . YOU deserve our undivided attention. For this reason, we do not double-book appointments like other practices, and accept walk-ins only in the event of an emergency.

*** PLEASE CONTINUE & SIGN OTHER SIDE ***

Our staff has made a promise and will keep this promise, both professionally and personally, to give all of our patients the concern, respect and care that makes our office a comfortable and a pleasant place to visit. To keep our fees down and to better serve you, should you be more than 10 minutes late for your appointment, miss a dental or orthodontic appointment for **ANY** reason, there will be either a \$25 fee added to your account for appointments reserved up to one hour long or a \$50 fee added to your account for those appointments which are reserved for more than one hour.

To avoid incurring this charge, you **MUST** speak with a staff member 24 hours in advance of your appointment or contact our office via voice mail, prior to the day of your appointment. Leaving a message after midnight, will result in the fee. **NO EXCEPTIONS**. This will allow us time to call those patients who are in need of coming in immediately.

We do apologize in advance, because we know unexpected appointments, sick children, and emergencies do happen, and we understand. But the cost of needlessly missed appointments is borne by us all in overhead, in time and energy, and eventually, added into the patient fees. So to be fair to everyone, regardless of the circumstance, if you miss an appointment for **ANY** reason, one of the above fees will be added to your account.

Our patients' oral health is our greatest concern, so this fee will not prevent you from booking a future appointment. However, this fee will need to be paid upon arrival, before seeing the doctor or hygienist for your next scheduled appointment. Since our greatest concern is you, we think you will agree these fees are fair.

It truly is our pleasure to serve you. Should you have any questions or if you would like a copy of this form, please see one of our staff members or call our office during our normal office hours of Monday-Friday, 7am - 2:30pm, at 407-678-8848. Thank you.

By signing below, I agree I have been given the opportunity to have all my questions answered. I understand the consequences of not giving the required amount of time to cancel an appointment, I authorize my photographs to be used for the purpose of before & after photos and internal marketing purposes only, I understand in order for my dental work to be guaranteed, I need to complete two preventive appointments annually or it will automatically void the agreement, I understand in order to receive an annual touch up kit for free, I need to complete the doctor's recommended treatment plan and maintain two preventive appointments annually or it will automatically void the agreement. And, I also authorize the Smile Center of Orlando, not only to utilize the automatic phone messaging system described above to confirm your household's appointments two days prior to your visit, but also for the system to announce all patients' names during its message and/or if you have any account balance.

Patient Signature

Patient Printed Name

Today's Date