

Office Policies

*Welcome to Birmingham Orthodontics!
We appreciate you choosing us for your orthodontic care.
The list below should better inform you of how our office is run.
If you have any questions please speak with any member of our staff.*

- Our **Office Hours** are Monday thru Thursday from 8 am to 5 pm, we are closed each day for lunch from 1pm to 2pm
- Our Hoover and Trussville offices are open on Friday from 8 am to 11:30 am to answer phone calls only.
- After school appointments are alternated with during school hour appointments. We ask this of everyone and we thank you for your understanding when making your appointments.
- If you have an orthodontic emergency, please call our office to ensure that there is staff available to see you before arriving at the office.
- A **\$5 per bracket fee** will be charged for multiple broken brackets.
- A **\$35 fee** will be charged for appointments cancelled after the close of business the day before the appointment, cancellations the day of the appointment or if a patient does not show for their scheduled appointment.

- The responsible party that signs the contract is responsible for the total balance of the contract.
- The patient's contract must be paid in full before the removal of braces.
- A **\$25 late fee** will be charged for all payments received after the 15th of each month.
- The patient's account must be current to be seen for an appointment.
- Insurance is filed the day braces or an appliance is placed. We accept many insurance companies; ask our front desk staff if we accept your insurance. To obtain information about your orthodontic coverage, please contact your insurance company. Having insurance does not negate responsibility for the total amount of the contract.

Orthodontic treatment can only be successful if all parties are willing and able to cooperate by wearing headgear, elastics, retainers or other appliances as instructed. Lack of cooperation by the patient (such as poor brushing, not wearing rubber bands and/or headgear and continually missing appointments), may result in prolonged treatment time, compromised results and additional charges.