

# My Appointments



## We understand

people have busy schedules and strive to offer appointments that fit around these. We respect your time so we endeavor to see you on time. In return, we hope you respect other patients' time, please be punctual. Please inform our receptionist if you need any special arrangement. Alternatively, leave us a message in the Answering Machine with your name and contact details during lunch time or after hours, we will contact you ASAP.

### **Late Cancellation Policy**

Please give the clinic minimum 2 working days notice (e-mail and SMS not acceptable) during office hours (9am - 5pm) or a late cancellation fee of \$50\* will be charged. Your cancellation advice can help patients in the waiting list to be seen earlier. **Please contact the clinic if you are running late due to unforeseen circumstances.** We will try to fit you in on the same day to prevent possible delay of your treatment.

### **Special Appointment Times**

- **Breakage:** If there is any problem with your braces or orthodontic appliance, please contact the clinic. Usually, our staff can provide assistance over the phone. For urgent matters, we will organise a Breakage Appointment for you according to the clinic policy.
- **Holiday:** If you experience problems over a weekend or holiday, you can contact your family dentist for urgent treatment. Please contact our clinic later to arrange a follow-up appointment. Please leave us a message in the Answering Machine with your name and contact details, we will contact you ASAP.

### **Appointment Reminders**

A courtesy SMS message will be sent to your nominated mobile phone to remind you of your appointment time. **Please do not reply by returning SMS.** If you need to reschedule an appointment, please contact the clinic with at least 2 working days notice to avoid the late cancellation fee. The SMS reminder is a **courtesy service** only. If the SMS did not reach you due to occasional network/technical issues, your appointment is still valid. Please keep good record of your appointment times to avoid unnecessary late cancellation fees.

### **Privacy**

For privacy reason, email and SMS message are not recommended for communication. Unnecessary delay may result as we need to verify the patient's record before we process your request.

**Please always contact us on 92161 2121 for urgent matters or any queries.**

**To avoid delay, Do not Email or SMS.**

**Thank You for Your Support of the Clinic!**

(\*see <http://www.acao.com.au/feetable.html> for the current Fee schedule).