



5 Commons Blvd Seneca, SC 29678  
11 Business Center Dr. Eastanollee, GA 30538

## Office Policies

Thank you for interest in our office. This is to inform you of our policies regarding orthodontic treatment.

- **PATIENT CARE:** Our goal is for each patient to receive the highest quality results. We consider it a privilege to have each of you as a patient (and patient's family) and as a blessing not to be taken for granted.
  
- **OFFICE HOURS:** If you need to reach us during normal business hours you can call either of our locations.
  - **Toccoa/Eastanollee Office Hours: (706)827-0088**
    - Wednesday 8:00am-5:00pm, Summer 7:00am-2:00pm
    - Every other Thursday 8:00am-5:00pm, Summer 7:00am-2:00pm
    - Every other Friday 7:00am-2:00pm
  - **Seneca Office Hours: (864)885-1579**
    - Every other Monday 8:30am-4:30pm, Summer 8:00am-2:30pm
    - Tuesday 8:30am-4:30pm, Summer 8:00am-2:30pm
    - Every other Thursday 8:30-4:30pm, Summer 8:00am-2:30pm
  - **After Hours:** An emergency number is available on the answering machines if needed after hours. Please only use this number for true orthodontic emergencies
  
- **BEFORE OR AFTER SCHOOL/WORK APPOINTMENTS:** Every effort will be made to find a time that is compatible with patient's (and parent's) schedule. Some appointments can be before or after school/work, but these are understandably very popular. There will be times when it will be necessary for the appointment to be in conflict with school/work hours. Your cooperation and understanding is much appreciated. Schools in our area consider dental appointments as excused absences. Broken or cancelled appointments are difficult to reschedule at popular times. We will do our best to accommodate your needs, but please be aware that this may not always be possible.
  
- **EMERGENCY APPOINTMENTS:** Please call us if you have anything break, come loose, or cause discomfort. If necessary, we will find the best time to work you in to the schedule. Most of the time we cannot accept walk-ins. Emergency appointments often times will need to be scheduled during school/work hours (first thing in the morning or right after lunch).
  
- **INSURANCE:** Many of you have insurance which covers orthodontic treatment, and we will assist you by filling out the forms. Insurance benefits are usually payable to the patient (parent) or our office. In many cases, insurance coverage makes it possible for orthodontic treatment to proceed, but it is important to remember that the contract is between you and your employer (or insurance carrier) thus making it necessary for you to contact them directly if any unexpected problems should arise. If there is a change in your insurance coverage, or if it is terminated, please notify us immediately. In the event there is a balance remaining after termination or modification of insurance benefits, the responsible party is obligated for the unpaid balance.
  
- **NON-PAYMENT OF FEES:** We will try to be fair regarding the fee and its payment and would expect that all fees be paid. In the event a situation arises that would interfere with payment, please contact our office so that we can discuss the matter. We understand that circumstances can sometimes change during the course of treatment and in order to accommodate your needs, we may be willing to readjust your monthly payments. If, after a reasonable amount of time, there is no payment or communication, treatment may be terminated and outside collection means may be initiated to collect the earned fee, all costs necessary for collection, plus such other remedies as are set out in the Contract for Orthodontic Services.

Once again, thank you for your interest in our office, and we look forward to a warm, friendly, and lasting relationship.

Dr. Holliday and Staff