

Office Policies
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 24 months after the service has been completed, provided you have maintained your two (2) regularly scheduled preventive appointments annually.

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.

Appointment Confirmation System: The Smile Center of Orlando tries to be advanced in our communication with patients. We utilize new technology for confirming appointments including email, text, and voice calls. You have the options to choose all three or customize what works best for you.

Email and Texts: confirmations are sent one week out. Emails will have a green box containing the message "confirm now". A text will have the message to reply with a Yes or No. Two days before your appointment a reminder message will be sent that does not require action. Emails and Texts will not be sent on Sundays and not before 9am. You can opt into or decline receiving specials and notices using this system as well.

Automated Voice: Calls are made two days prior to your appointment and a prompt will allow for confirmation

If appointments are not confirmed one day prior to your appointment, you will receive a personal call from one of our team members.

No-Show/Cancellations: 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, since we do not double book our appointments, should you be more than 10 minutes late for your appointment or miss your 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 the office via voice mail **OR** email us at smile-center@smile-orlando.com, prior to the day of your appointment. This will allow us time to call those patients who are in need of coming in immediately.

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 or email us at smilecenter@smile-orlando.com. 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, 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 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.

A faxed copy of this authorization will be deemed as an original.

Patient Signature

Today's Date

Patient Printed Name

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