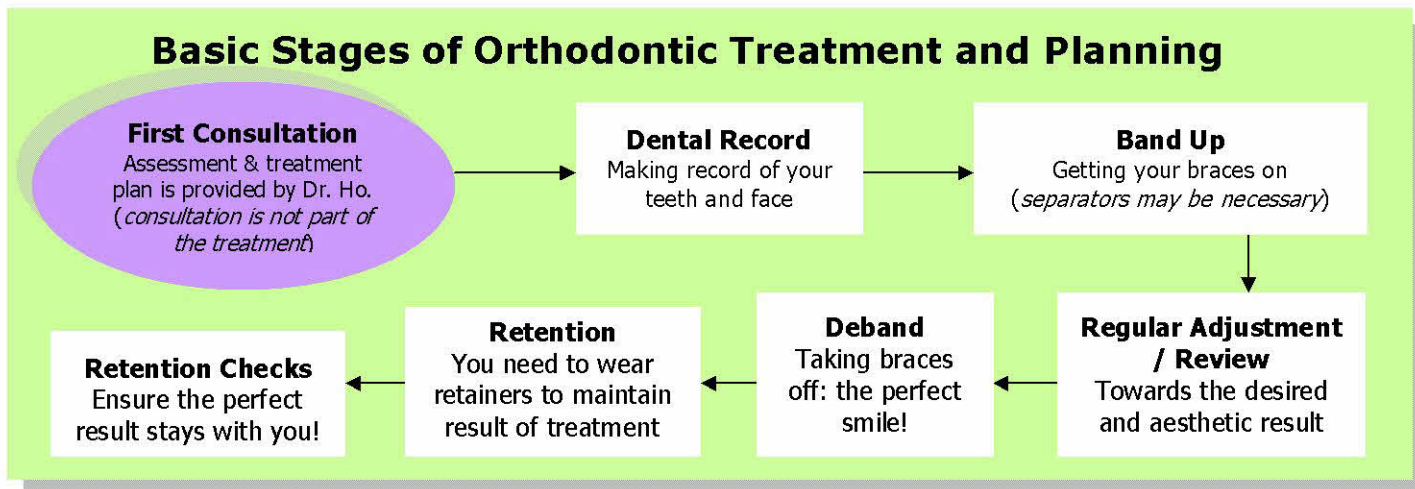


What's Next?

Your orthodontic treatment is about to start!

This information package will help you to enhance your experience and treatment progress. It provides you with the information you need to know in regard to our policies and your treatment. If you still have any questions after reading it please feel free to ask us, we are happy to help. Your feedback is important to us.



1. Quotation

The Quotation is for your reference and to help you to claim rebates from your Health Fund. It contains:

- the standard cost of the treatment
- the additional cost for elective orthodontic appliances
- payment schedule
- discount (conditions apply)

Please read through the quotation and if there are any problems please contact the clinic. Please sign and keep it for your reference.

2. Fee Schedule

Consultation Fees

The consultation fee is a one-off examination fee. It is paid on the day of the consultation. The rebate can be claimed from most private health insurance policies. We can also process your claim via **HICAPS** in the clinic. Out-of pocket payment may be required to settle the gap.

Treatment Fees

After the Consultation, Dr. Ho will confirm the fee for treatment. Charges for optional appliances will also be discussed. Full details are on your Quotation. You can submit the Quotation to your Health Fund to find out your entitled benefits under the "Orthodontic" category.

Deposit

Once you have accepted the treatment plan and Quotation, we will make bookings for you to commence treatment. Deposit is usually required on the day we make the dental record for you or before the treatment is started. Part of the deposit is **non-refundable**. Once you pay the deposit, we will secure your fee schedule and the Band Up appointment.

My Appointments

We understand people have busy schedules and we strive to offer appointments that fit around these. We are pleased to offer **after hour appointments (till 6.30pm) on Wednesdays and Fridays**, which are highly sought after. A short wait may be necessary if you require the “peak” hours. 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 contact the clinic if you are running late due to unforeseen circumstances.

- **Late Cancellation Policy:** Please give the clinic minimum 24 hours notice to avoid late cancellation fee of \$50. Your cancellation advice can help patients in the waiting list to be seen earlier.
- **Breakage:** If there is any problem with your braces or orthodontic appliance, please contact the clinic. Usually, some clinical advice from our staff may solve / alleviate your problem. For urgent matters, we will contact Dr. Ho for you to obtain special instructions. For most circumstances, we will organize a Breakage Appointment for you according to the clinic policy.
 - For high priority cases, you will be seen ASAP. We will offer you the first appointment available in the schedule. Please take time off / sick leave if you want to see Dr. Ho ASAP. Please note that there will be a waiting time in the clinic as this is an additional appointment in the normal schedule.
 - If you need to select a specific time e.g. after hours, your Breakage Appointment will be classified as low priority. We will try to find a time slot suitable for you within 2 weeks.
 - Dr. Ho sees patients by appointment **ONLY**. If you come without an appointment we may be out of office or unable to fit you in for examination.
- **Holiday:** If you are in pain and the orthodontic problem occurs over a weekend or holiday, please contact your family dentist for urgent treatment. Please contact our clinic later to arrange a follow-up appointment.

Thank You for Your Co-operation!