Termination Policy

Early Termination Fee

- The anticipated number of months for your orthodontic treatment will be assessed by us when you begin. The practice invests a considerable amount of time and money to begin your orthodontic treatment. To recoup this high startup cost, when treatment is terminated for ANY reason at ANY time prior to the expected completion date of your treatment, in addition to charging you a prorated amount for the treatment you have already received, we charge an “Early Termination Fee” of One Thousand Dollars ($1,000.00); provided that the prorated amount for treatment received and the early termination fee will not exceed the full cost of your treatment plan.

- At the beginning of your treatment, you are assessed a Records Fee of $295.00. The Records Fee is nonrefundable and is not considered part of the prorated amount charged for treatment received.

- If your treatment is covered fully or in part by insurance, upon early termination we will bill your insurance, depending on how frequently your insurance carrier allows billing, as follows:
  - Monthly: the last month’s services will be billed and collected.
  - Quarterly: the last quarter’s services will be billed and collected.
  - Annually: the annual amount will be billed and the pro-rated amount for services not rendered due to termination will be returned to the insurance company (i.e., it will not be refunded to you individually).
  - In full in advance: the pro-rated amount for services not rendered due to termination will be returned to the insurance company (i.e., it will not be refunded to you individually).

- If your treatment is terminated early for any reason at any time, we will offer to remove your braces for a flat fee of $300 (the “Early Removal Fee”). We offer this service at any stage of treatment, even if there is a greater outstanding payment balance due on your account. The Early Removal Fee offsets the cost to us to remove all appliances, remove all bonding agents from your teeth, and take the necessary pictures and x-rays to document your treatment properly. The Early Removal Fee will be credited to your Early Termination fee, and any remaining account balance will then be billed and collected from the patient and/or responsible party. Please be assured, an outstanding account balance will not prevent your braces from being removed for the $300 flat fee if you request that we do so.

Termination of Treatment for Non-Payment

- If you miss a scheduled monthly payment, we will send you notice by certified mail, and you will be required to bring your balance current by making payment before next scheduled payment is due.

- If you miss a second scheduled monthly payment, we will send you a demand via certified mail that you bring your account current by paying all outstanding balances immediately.

- If you do not bring your account current, or make special payment arrangements agreed to by our manager in writing, we will terminate your treatment for non-payment.

- If we terminate your treatment for non-payment, we will (1) cancel any payment plan you are under; (2) bill your insurance for any outstanding balance, if applicable; (3) Remove your braces at your request for the $300 Early Removal Fee or transfer your case to a qualified Orthodontist at your request; (4) cancel all future appointments with us; (5) Assess an Early Termination Fee.

Termination of Treatment for Non-Compliance

- Missed Appointments
  - If you miss a scheduled monthly appointment to check your braces, you will be sent a letter reminding you to reschedule immediately.
  - If you miss a second scheduled monthly check, you will be sent a letter reminding you to reschedule immediately.
• If you do not respond by rescheduling a monthly check within 30 days of the date of this letter, we will terminate your treatment for non-compliance. An **Early Termination Fee will be assessed.**

**Failure to Schedule Appointments**

• If you have not scheduled a monthly check, you will be sent a letter reminding you to schedule an appointment.

• If you do not respond to this letter within thirty days of the date of the letter by scheduling an appointment, we will send you a certified letter reminding you to schedule an appointment immediately.

• If you have not scheduled an appointment to check your braces within ninety (90) days of your last appointment, we will send you a certified letter terminating your treatment for non-compliance. An **Early Termination Fee will be assessed.**

**Termination of Treatment for Non-Cooperation/Communication Concerns**

Orthodontics treatment requires the full cooperation of the patient and/or responsible party with the orthodontist to achieve a successful outcome. If the orthodontist determines that the patient (or responsible party) is unable or unwilling to cooperate with instructions or fails to listen, understand, or comply with treatment instructions or other obligations described in these materials, the orthodontist reserves the right to terminate orthodontics treatment for noncompliance. Termination for noncompliance may be the result of patient behavior, but it may also result from parental failure to supervise a child’s care at home, to attend orthodontic visits with the child, and to ensure that all oral hygiene and other instructions contained in these materials are understood and complied with. The orthodontist reserves the right to terminate at any point without explanation, details, or consultation. An **Early Termination Fee will be assessed.**

**Termination of Treatment for Poor Oral Hygiene**

If you do not maintain good oral hygiene, your orthodontist will first seek to show you how you can do a better job. If you are still unable to maintain good oral hygiene, the orthodontist may, in his or her sole discretion, remove your braces and end the treatment for your own health and safety—poor hygiene is especially detrimental to teeth undergoing orthodontic treatment. An **Early Termination Fee will be assessed.**

**Termination of Treatment for Clinical Mistrust**

The orthodontist reserves the right to terminate treatment at any point if the patient, responsible party, OR any parent, relative or other person associated with the patient, adopts any posture or uses any language that the orthodontist deems threatening, insulting, discriminatory or offensive towards the orthodontist, staff, and/or practice. Such behavior violates the trust and cordial relationship that is necessary between patient and clinician and will result in termination of the orthodontic treatment plan. An **Early Termination Fee will be assessed.**

Please note that if your treatment is terminated early, we will not prepare a retainer. If your teeth have undergone orthodontic treatment and you do not have a retainer made and wear your retainer as instructed, your teeth may continue to move in ways you do not anticipate. We are not responsible for such movement.

**I UNDERSTAND AND AGREE TO THE TERMINATION POLICIES.**

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Signature of Patient or Responsible Party

Date