

Consultation Operating Template

The rules of the game

Consultation hours:

Everyone would like to be seen systematically after class or work hours...

Unfortunately, this will NOT be possible

To allow the practitioner to work in optimal conditions, we ask you to limit the number of accompanying persons to a maximum of **1 person**.

In order to limit constraints, the schedule is organized in such a way as to systematize long appointments in the early morning and afternoon, to devote the late afternoons and evenings to follow-ups and satisfy a maximum number of patients.

Wednesday afternoons are given priority to children, adolescents and teachers.

Priority on Saturdays is given to students in internship or kot. (No Saturdays at Easter or in July-August)

Organize your schedule to get the best treatment:

Appointments for fitting and removal of braces will be made in the early morning or afternoon, except on Wednesdays. Follow-ups will be proposed, several months in advance, at the ideal interval with a small margin, **at the times available**. If the patient **chooses** not to organize himself accordingly, he exposes himself to a loss of time and an additional cost. In addition, some appointments are simply not negotiable.

The most flexible patients have the fastest and most medically optimal treatments.

It is also advisable **NOT** to change practitioners to ensure maximum consistency of treatment or time will be lost. Please make sure you are available in the practitioner's schedule from the beginning.

Hygiene:

We will support you in this matter throughout the treatment.

A hygiene score will be systematically associated with each of your visits, allowing you to follow the evolution of your efforts, and even to draw attention to any problem.

From the beginning of the treatment, you will be offered the appropriate material and advice, and periodic renewal will be assured upon request.

Finally, if you were unable to brush your teeth before coming to our office, it is imperative that you do so when you arrive at the office, before your appointment, **exclusively in the hygiene area on the first floor**.

In case of repeated difficulties, the orthodontist reserves the right not to treat you, or even to terminate the treatment before its normal term.

Breakage and omissions:

In order to respect ALL of our patients, we are very careful not to disrupt appointments. It is therefore never possible to "simply add" an unexpected repair procedure. We therefore ask that in this case you always contact us **BEFORE** your appointment. We will do our best to help you by rearranging or modifying the appointment if possible.

In the event of a missed appointment, both for your total treatment time and for obvious medical reasons, it is strongly recommended that you meet again without too much delay, **even if this requires a compromise with your usual organization**. A medical certificate will be issued to you if necessary.

Emergency and repair pricing:

The first incidents are covered by your financial planning. In case of exaggeration in number or frequency, your responsibility is engaged. In this case, emergency and repair fees are to be paid in cash.

In any case, the patient must assume that damaged devices and missed appointments can result in costs and delays, even if we do our best to mitigate these negative effects.

Scientific activities:

The Orthoteam clinic is a reference center for general and digital orthodontics.

Dr. Van Steenberghe is an international lecturer and uses pictures of his patients in his trainings.

However, under no circumstances are images of the patient recognizable to the public.

An informed consent will have to be signed at the fitting of the equipment, which includes the right to the image for the training.

This clause has no exceptions, so please do not make an appointment if it is not convenient for you.