

## Brace Bus Policies and Procedures

Good news, parents: now you have another way to get your child to and from their orthodontic appointments, courtesy of the Vincent Team Orthodontics. As a part of our commitment to exceptional customer service, we are excited to announce our complimentary transportation service, the VTO “Brace Bus,” to you and your children. With this service, we will pick up students from local middle schools and high schools, bring them to their orthodontic appointments, and then return them to the school after their appointments - and the best part is, it’s at no inconvenience to you! At Vincent Team Orthodontics, we realize the true sacrifice today’s working parents, and over-booked moms make just to bring their child to his or her appointments. We’ve implemented the Brace Bus not only to decrease the amount of school-time children miss for appointments, but especially to help free up the schedules of our wonderful parents. This service is provided at no charge, exclusively for Vincent Team Orthodontic patients; and it is our hope that it makes your orthodontic experience not just more convenient, but exceptional!

*In effort to serve you most effectively, we just ask that you adhere to the following guidelines and procedures.*

1. Patient’s parent/legal guardian must complete and sign both the *Request for Transportation and School Authorization* form in order to utilize this service. In doing so, the undersigned is held responsible to understand and comply with the following guidelines and procedures.
2. “Brace Bus” appointments are scheduled on a first come first serve basis for patients in good financial standing only. Accounts that become delinquent are exempt from this service until the account is paid current. Our receptionist will make every effort to schedule all of your child’s appointments so that they may ride the Brace Bus.
3. The Brace Bus will run between the hours of 10:00 am and 12:00 pm, on pre-determined select days, and will pick up your child for their appointment, then return your child to school after all the patients sharing the Brace Bus with your child (for that time block) have completed their appointments. (Please note that the Brace Bus operation hours are subject to change).
4. This service is not available for certain procedures (e.g.: placing of braces/appliances, removing braces, emergencies, long appointments, appointments where the presence of a parent is requested, etc). For these particular appointments, patients will not be eligible to use the Brace Bus, and will be scheduled during specific times in which these appointments are offered.
5. Please put the “Brace Bus” or “Glen Vincent” on your child’s school registration and pick-up list. In addition, it is the responsibility of the parent/legal guardian to notify their child’s school, according to the school’s specific protocols (e.g: a note, phone call, ect.), on the day of his/her appointment stating that he/she will be picked up by the Brace Bus. It is solely the patient’s responsibility to report to the office at pick-up time (in order to keep our schedule operating smoothly, and minimize time away from school, we cannot wait more than 5 minutes for any patient to arrive at the school office). Failure to show, or to properly notify the school, will result in a cancelled appointment. If the patient is absent from school the day they are to ride the Brace Bus, please call our office that morning so that the drive may be informed.
6. If school is delayed or cancelled due to inclement weather, etc., the service may/will be canceled for that day. When this occurs it is always the parent/legal guardian’s responsibility to reschedule a new appointment for the patient, or to arrange alternate transportation.
7. Patients are required to wear a seat belt while being transported. Patients are also asked not to eat or drink while aboard the Brace Bus.
8. Though we do not anticipate this problem, misconduct of a patient while aboard the Brace Bus cannot be tolerated, and will result in suspension from this service. Furthermore, any damage to the vehicle caused by the patient shall be the monetary responsibility of the parent/legal guardian.

At Vincent Team Orthodontics we are always striving for excellence, and wish to provide you with the best experience possible; thus, in our efforts to make this service operate smoothly and pleasantly, please be aware that these Policies and Procedures may change at anytime.

We thank you greatly for your cooperation, and are looking forward to riding with you!