



Brace Bus Rider Policies

As a part of our commitment to providing your family with exceptional service, the Girdwood Orthodontics team is excited to provide our complimentary patient transportation service, The Girdwood Orthodontics "Brace Bus". We will pick students up from Lebanon area schools, bring them to their orthodontic appointment and then return them to school after their appointment for you! This decreases the amount of school time children miss for appointments, but most importantly to free up schedules for our great parents.

In effort to serve you most effectively, we just ask that you adhere to the following guidelines and policies:

1. Patient's parent/legal guardian must complete and sign both the School Transportation form and Request for Transportation Authorization form in order to benefit from this service.
2. "Brace Bus" appointments are scheduled on a first come basis, both parents working and good financial standing. Accounts that become delinquent are not eligible for this service until the account is paid current. Our front desk will make every effort to schedule all of your child's appointments so they may ride the Brace Bus.
3. The Brace Bus will run between the hours of 9:30a.m.-12:00p.m. Monday-Wednesday and will pick up your child for their appointment, return them to school after all the patients sharing the Brace Bus have completed their blocked time. (Please note: Brace Bus hours are subject to change)
4. This service is not available for certain procedures (placement or removal of braces or other appliances, emergencies, appointments longer than 30 minutes, appointments where parents are requested, etc.)
5. Please put the Girdwood Orthodontics "Brace Bus" on your school's registration and pick-up list. It is the parents' responsibility to notify their child's school, according to the school's specific protocols on the day of their appointment stating that they will be picked up by the "Brace Bus".
6. It is the patient's responsibility to report to the office at the pick-up time. We cannot wait more than 5 minutes for any patient to arrive at the school's office waiting area. Failure to show, or 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 driver will be informed.
7. If school is delayed or cancelled due to inclement weather, the service may/will be cancelled 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.
8. Patients are required to wear a seat belt while being transported. Patients are asked not to eat or drink while on board the Brace Bus.
9. Due to the close proximity of the driver and riders within the Brace Bus, it is not possible for 'social distancing' recommendations to be adhered to. In light of this, parents must accept that airborne diseases may be transmitted between occupants of the Brace Bus. Masks are recommended but not provided.
10. Misconduct of a patient while aboard the Brace Bus will result in their suspension from our service. Any damage to the vehicle caused by a patient shall be the monetary responsibility of the parent/legal guardian. Each time the Brace Bus is used, video surveillance is used to document occupant behavior.

11. Should a patient have two consecutive appointments with a broken appliance, non-compliance with elastic wear or an oral hygiene grade of "C" or worse, they will not be allowed to ride the Brace Bus until they have an appointment in our office with their parent present to discuss our concerns.

At Girdwood Orthodontics, we are always striving to make your life easier with the best experience possible. In order to make this service operate efficiently and pleasant for our patients, please be aware that these policies and procedures may be subject to change at any time.

Please read, sign/date: _____