

Booking a visit to the orthodontist can only be done on the website www.ortodont.ee , not by phone. There is important additional information at the booking link <https://ortodont.ee/booking> :

- We start orthodontic treatment from the age of 20
- You can register for the reception here
- The booking fee is €30
- €30 will not be refunded in case of no-show/cancellation
- If you get sick, book a new appointment on the website for €30

We have created a platform on our website where it is easy and convenient to book appointments. This system development required investments and big changes.

This system may not seem perfect in every situation, but it is the best possible solution for us. Organizing the work of the clinic is an extensive process and booking patients' appointments is a complex task.

Many doctors have very long waiting lines and we try to avoid such a situation. Unfortunately, it is not possible to create a free appointment booking system because it is not sustainable.

The reasons for changing and not showing up for a visit are very different. Sometimes there is a reason illness or other extraordinary event. Sometimes the time is simply forgotten or a situation develops continuously so complicated that the visit is still not made. Patients usually report no-shows by phone. Sometimes early, but often informed us at the very last minute. In fact, there is no big difference, in both cases it is necessary to set a new time and that is extra work.

Filling the free time with new patients also requires longer planning because we can not take new patients indefinitely. Appointments must remain for existing patients. It is very difficult for the registrar to remain objective in this "changing time process" and to meet the wishes. Assistants and doctor are often involved with this process. Such extra work creates a lot of confusion.

In our daily work, we approach every patient individually, but when changing times, we keep it very clear: Booking a visit to the orthodontist can only be done on the website www.ortodont.ee , not by phone.

In most patients, orthodontic treatment goes very smoothly from the beginning. Others have a fast life and a tight schedule. If the visit times are changed, the treatment will also be extended, and as the treatment is prolonged, the cost will also increase. If for any reason you are unable to attend or require an emergency appointment, please make an appointment time on the website www.ortodont.ee and please note that it is paid for the reasons described above