

FAQ GUIDE FOR PATIENTS DURING COVID-19 PANDEMIC

Due to the unprecedented and rapidly changing circumstances, we know you might have some questions about the COVID-19 pandemic and how it may affect your or your child's orthodontic care. Our team has put together this FAQ sheet to help you gain some clarity in this part of your life. We are here to support you and will continue to keep our lines of communication open

WHY DOES THE ORTHODONTIC OFFICE NEED TO CLOSE?

The Australian Health Protection Principal Committee has advised that all dental practices implement level 3 restrictions in order to prevent the spread of COVID-19.

This means that all dental professionals are required to defer routine examinations and treatments. As a result, we are required to defer all routine orthodontic adjustments for the health and safety of the community.



HOW LONG WILL OUR PRACTICES BE CLOSED?

We are frequently assessing the situation and will be very transparent with any changes. At this stage there are indications that we may be unable to operate our usual schedule for 12 to 16 weeks.



Our team will be available to assist patients by phone, text, and email from 9am-4pm Monday – Fridays.

To help keep our outgoing lines open for our team to handle patient concerns, we ask that you email our team at:

General: info@edgeorthodontics.com.au

At this stage our orthodontists are available for true emergencies. Most instances of discomfort can be managed at home under our direction and guidance.

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WILL THIS AFFECT MY TREATMENT?

For some, there will be minimal disruption to your treatment. Early stage orthodontic wires and Invisalign are active over 8 to 12 weeks. Unfortunately people in the later stage of treatment will inevitably have extended treatment durations while waiting for their appliance removal.

Please be reassured that we do everything in our power to have you in orthodontic appliances for the least amount of time possible to achieve an optimal result. This is a principal that guides us on a daily basis even when we are not dealing with a global pandemic.

WHAT IS EDGE ORTHODONTICS DOING TO MINIMISE DISRUPTION TO MY TREATMENT?

Fortunately we live in a time where there are a number of components of your treatment that can be managed remotely.

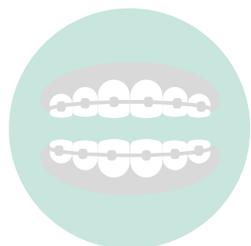
Shortly we will publish techniques for taking progress photos of your teeth at home. This will allow us to offer advice on such things as:

- The use of elastics. When and how to continue or whether to cease elastics
- How to deal with broken appliances at home
- Whether or not to progress with clear aligners (invisalign) if they don't fit perfectly
- What to do if you have no more clear aligners left

HOW SHOULD I PROCEED IF I AM WEARING BRACES OR AN APPLIANCE?

Please make sure you keep good oral hygiene by brushing and flossing at least twice daily. Wash your hands prior to brushing and flossing. Also remember, avoid foods that may lead to a breakage. It is possible that future restrictions may dictate that we will not be able to see you for repair appointments. If wearing any elastics continue to do so as directed. Your braces will continue to straighten your teeth all day and night. Proper elastic wear will continue to correct your bite. We will be able to advance your treatment once we reopen. If you require wax, relief gel, elastics or anything else, please email

info@edgeorthodontics.com.au



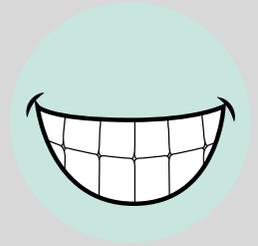
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HOW SHOULD I PROCEED IF I AM WEARING ALIGNERS ?

Please make sure to keep wearing your active aligners as instructed to continue progressing your treatment. Make sure to use your chewies and bite and hold to seat the aligners in areas where you may see visible space between your tooth and the aligner. For best use, bite into your chewie for 10 seconds and work it around your teeth lightly biting holding for a 2-minute session.

If you no longer have aligners to continue to your next week, it is perfectly fine to reduce your last aligner wear to a retainer phase of 10-12 hours per day to ensure that your teeth stay in position and make your aligner last longer. Keep your aligners clean and avoid all drinks other than water while wearing them. Do not throw your old aligners away. When our office re-opens, we will make a new digital scan for new aligners.

Always remember to wash your hands before placing and removing your aligners or elastics. Should you require more elastics, aligners (if available) or any extras, please email info@edgeorthodontics.com.au



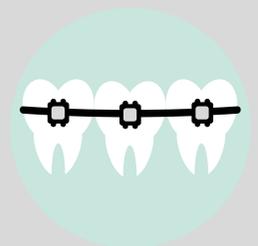
WHAT SHOULD I DO IF I WAS SCHEDULED TO START INVISALIGN SOON?



We are thrilled for all our patients to take this exciting step. If you have started the process of clear aligner treatment with a scan and are scheduled to have your aligners delivered, we will be in contact shortly to discuss options for moving forward. One option is to start without attachments and proceed with advancing your aligners more slowly. When we re-open, we will place the attachments onto your teeth.

WHAT ABOUT GETTING MY BRACES OFF?

Orthodontic procedures are generally very safe for patients and clinic workers as we use hospital level sterilization and infection control protocols. However cleaning teeth and the removal of orthodontic bonding materials produces aerosols that can possibly contain biological material, including viruses. Therefore these types of dental procedure cannot be carried out at this time. Always brush and floss thoroughly to maintain your dental health as we await the passing of this situation. We will resume removal of braces when we are advised that it is safe to do so.



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I HAVE A ROUTINE REVIEW APPOINTMENT UPCOMING (RETAINER CHECK, GROWTH MONITORING, EXAM)



These appointments are very important, but by their nature become elective at a time like this. We offer to convert your review appointment to a 'virtual appointment', and will ask you to provide photos of your teeth for review. If your appointment is not time critical, we will reschedule to a future date, when the COVID-19 situation returns to normal.

WE ARE TOLD TO WASH OUR HANDS FREQUENTLY; HOW SHOULD WE HANDLE WEARING ALIGNERS, RETAINERS, ETC?

It is important to continue wearing your aligners and your rubber bands to maintain your treatment progress, or your treatment result if currently wearing retainers. Follow recommendations by washing your hands thoroughly with soap and water before and after removing or placing your aligners, retainers, or elastics. These items can also be washed or cleaned in a diluted vinegar and water solution (1/3 white vinegar to 2/3 cold water). An old toothbrush is ideal for this purpose. After cleaning the appliance, rinse thoroughly in cold water.



I LOST OR BROKE MY RETAINER OR ALIGNER. WHAT SHOULD I DO?

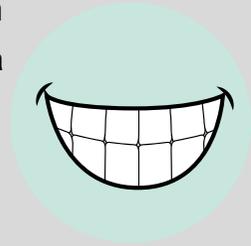


It is always important to wear your retainers after your treatment is complete. In the event that replacement retainers are required, please advise us by email to info@edgeorthodontics.com.au and someone will be contact you to provide advice. In some instances we will be able to replace a retainer depending on the laboratory availability, in some cases the situation will have to be accepted as is and reviewed when we re-open. If you have lost your current aligners, we ask you to move up to the next or back to the last fitting aligners and contact us on info@edgeorthodontic.com.au.

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WILL PATIENTS BE ALLOWED IN THE PRACTICES AT ALL?

In the case of an emergency (trauma, infection, extreme pain) we are able to see you at the moment. However the situation may change in the future if the COVID-19 outbreak becomes worse. We cannot see anyone infected with Coronavirus or persons with infected family members or direct contact with a person with Coronavirus UNDER ANY CIRCUMSTANCES.



Our practices will re-open as soon as we are able however our team is available to answer all your concerns during the enforced shutdown period. If you think you have an extreme emergency, please call the office (07) 3847 5003 or email info@edgeorthodontics.com.au

I HAVE A POKING WIRE OR OTHER IRRITATION THAT IS BOTHERING ME. WHAT DO I DO?



We are in the process of setting up a video library on our YOUTUBE Channel "[Edge Orthodontics](#)". If you are unable to find a solution there, please email (incl photo) or call us! Our clinical team will instruct you on the best resolution to the problem. We will try to help you with an easy fix at home. In the event of a true emergency situation involving severe pain or discomfort, this could involve a quick VIP trip to the office for a fix in a private setting where you would be the only patient in the office.

To keep you updated on how our office is responding and to maintain a centralized place for resources such as this, we will be updating our website regularly www.edgeorthodontics.com.au

Social media will be the fastest place to learn new information from us.

Follow us on Facebook [@edgeorthodontics](#) for updates or check out our YouTube Channel by searching Edge Orthodontists Youtube, or by using the link:

<https://www.youtube.com/channel/UCv5E9W8dj5VGCWUSw7g7SMw/>

Thank you for your understanding, and we are truly grateful that you have chosen to support our practice. We wish you all good health, and we can't wait to see you again in person soon!

Dr Crowther, Dr Phelan, Deanna, Nicole, Lisa, Grace, Emma, Kayla and Chloe