

FAQ GUIDE FOR BRACES PATIENTS DURING COVID-19 PANDEMIC



Most wire adjustments can be delayed without significant effect on treatment time, especially if we are awaiting the eruption of permanent teeth.

If you are currently wearing elastics for bite improvement, please wear them as directed, and full time means 22 hours per day!! This will prove to be your best way of staying on schedule since compliance with elastic wear is the number one reason for extended treatment time.

I HAVE A BROKEN BRACKET. WHAT SHOULD I DO?

In most cases, meaningful orthodontic treatment can still progress with a broken or lost bracket. In fact, for some people treatment progresses under normal circumstances where not all of the teeth have a brace. If the broken brace is a cause of discomfort, try stabilising it with some of the wax from your care bag.

Please notify our practice at info@edgeorthodontics.com.au so that we can arrange for the broken bracket to be repaired when we recommence normal operation.

I HAVE A LONG WIRE OR SOMETHING SHARP IN MY MOUTH CAUSING AN ULCER

In most cases, wax from your care bag will provide enough relief until we recommence normal operation and can trim the wire.

If the wax isn't enough, you could review our youtube channel where we have some videos that describe how to attend to your orthodontic appliances if you cannot be seen.

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

Please review the section on emergency appointment availability in this document. We would also appreciate if you notify our practice at info@edgeorthodontics.com.au so that we can arrange for the wire repair when we recommence normal operation.

FAQ GUIDE FOR CLEAR ALIGNER PATIENTS DURING COVID-19 (CONTINUED)

WHAT DO I DO IF I FORGET HOW TO WEAR MY ELASTICS OR RUN OUT OF ELASTICS?

If you have any questions about how to wear your elastics or your treatment progress, please take photos of your teeth while biting to info@edgeorthodontics.com.au and our orthodontists will review the photos and make recommendations.

If you run out of elastics, we will be happy to send you a new supply.

AT HOME DENTAL PHOTOGRAPHY FOR MORE ACCURATE ADVICE

If you are concerned about the progress of your treatment please follow our photography guidelines for how to take photos of your teeth at home and email the photos to us.

Please email us at info@edgeorthodontics.com.au for detailed instructions.

A good demonstration is available on Youtube at Hurley and Volk Orthodontics.

https://www.youtube.com/watch?v=HADt1gT_GHU&t=3s

WHAT DO I DO IF MY NEXT APPOINTMENT WAS TO HAVE MY APPLIANCES REMOVED?

We appreciate how disappointing and frustrating it must be to be so close to the end at a time like this. Unfortunately the removal of orthodontic appliances is particularly dangerous at this point in time due to the generation of aerosols (spray) during the procedure.

Please rest assured that as long as excellent hygiene is maintained, there are no adverse health impacts of having your appliances in place for 8 to 12 weeks longer than planned.

If you are wearing elastics, please contact the practice at info@edgeorthodontics.com.au to confirm whether or not you still need to wear them.

It is critical that you maintain oral hygiene during this time. We will contact each patient to reschedule their appointment with priority.

FAQ GUIDE FOR CLEAR ALIGNER PATIENTS DURING COVID-19 (CONTINUED)

WHAT DO I DO IF I CANNOT FIND A WAY TO GET MYSELF OUT OF TROUBLE?

Emergency care will be available from 9:00 a.m to 4:00 p.m, Monday through Friday. Patients must call in advance for an emergency appointment and will be screened for COVID-19 symptoms and risk factors prior to their visit and at check-in. Please note that these emergency hours are subject to change as the situation evolves.

Our office phones will be answered from 9:00 a.m to 4:00 p.m, Monday through Friday to help facilitate your questions and concerns.

Because the COVID-19 outbreak is a rapidly evolving situation, these appointments will be tentative as the health and safety of our community is our highest priority and we will continue to evaluate our operations daily based on the public health information that is available to us.

**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.EDGEORTHODNTICS.COM.AU**

**SOCIAL MEDIA WILL BE THE FASTEST PLACE TO LEARN NEW INFORMATION FROM US. FOLLOW US ON FACEBOOK @EDGEORTHODNTICS4151 FOR UPDATES OR CHECK OUT OUR YOUTUBE CHANNEL BY SEARCHING EDGE ORTHODONTISTS YOUTUBE, OR BY USING THE LINK:
[HTTPS://WWW.YOUTUBE.COM/CHANNEL/UCV5E9W8DJ5VGCWUSW7G7SMW/](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**