

Dear Friends,

Due to these unprecedented and rapidly changing circumstances, we know you may 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 guide to help you gain some amount of clarity in this part of your life. We are here to support you and will continue to find new ways to provide you with the best care we can during this closure period.

## HOW LONG WILL THE PRACTICE BE CLOSED?

The practice will remain closed until we are advised by our health regulators and government that it is safe for our patients and staff to reopen. We will provide regular updates on our Facebook and Instagram pages as the situation unfolds. During the closure period you can stay connected via these platforms. We will also send communications via email to keep you up to date. Our team will be available to assist you during the closure period. Email us at [office@menaiortho.com.au](mailto:office@menaiortho.com.au)



## WHY DOES THE PRACTICE NEED TO CLOSE?

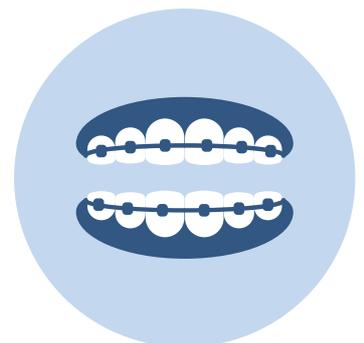
Due to the nature of the COVID-19 pandemic and the recommendations of numerous health and government officials, we must close our doors to all elective procedures for the safety of the community. Elective procedures are defined as any procedure that does not involve treating a medical emergency to preserve life.

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

Please continue to wear your appliances as instructed at your most recent appointment. Good oral hygiene by brushing three times a day and regular flossing is essential.

Most importantly **DO NOT** eat foods we advise against, this will significantly reduce the chance of broken brackets, appliances and aligners.

Your braces and aligners will continue to straighten your teeth during this time. Proper elastic wear will continue to correct your bite. Your treatment will continue as normal once we reopen.



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

An important thing to remember is there is no such thing as an emergency with orthodontic treatment. Most soft tissue irritations caused by braces and appliances can be managed at home. We have video tutorials available for you which cover all of the issues patients call the practice for and how you can carry out some self care to reduce any discomfort. We encourage you to watch these videos in the event of any discomfort.

If after watching the video you are still unsure of what to do, please email us clear photos of the problem area and a team member will be in touch to talk you through the process and may be able to provide advice on what short term measures are needed to alleviate your discomfort.

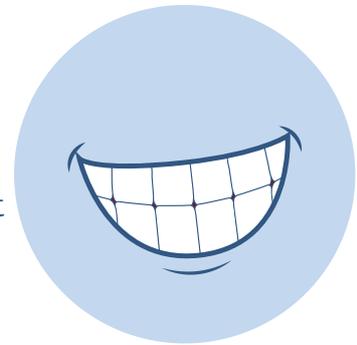


## HOW SHOULD I PROCEED IF I AM WEARING INVISALIGN ALIGNERS?

Continue wearing your active aligners as instructed to ensure the progress of 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 10 minute session. This should ensure the correct seating of your aligner.

If you reach the last aligner, reduce its wear to a retainer phase of 10 - 12 hours per day to ensure that your teeth stay in position. This will also ensure your aligner lasts longer. Keep your aligners clean and avoid all cool drinks other than water while wearing them. When the practice reopens we will schedule a visit to assess if a new scan for further aligners is needed or arrange retainers for you.



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

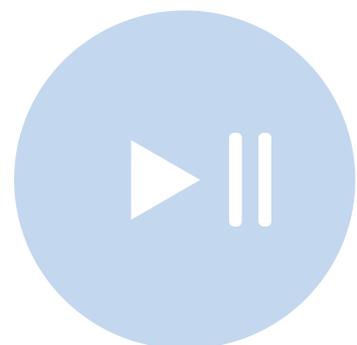


It is always important to wear your retainers as prescribed. In the event that replacement retainers are required we encourage you to send us an email and one of the team will be in touch to talk through how we can help.

If you have broken or lost an Invisalign aligner, simply move forward to the next aligner in the sequence and wear it for an extra week.

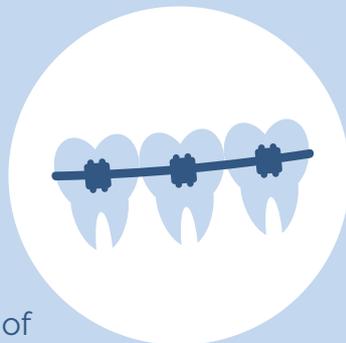
## WHAT SHOULD I DO IF I WAS SCHEDULED TO START TREATMENT SOON?

We are excited for all of our patients when they take this step and we look forward to seeing you again as soon as possible to get things going. We are hopeful that this closure period will be short. Luckily a brief delay will have no impact on your treatment. When this situation has stabilised and we are permitted to reopen we are going to be ready for your big day!



## WHAT ABOUT GETTING MY BRACES OFF?

Although orthodontic procedures are very safe for our patients and team with hospital level sterilization and infection control protocols in place every day, the removal of braces, the bonding materials and cleaning the teeth produces aerosols that can possibly contain biological material, including viruses. Our braces off appointments were suspended earlier in the month for this reason.



We understand that this is disappointing for you. We will resume the removal of braces as soon as we are advised if it is safe to do so. In the meantime continue to brush and floss thoroughly to maintain your oral health as we wait for this situation to pass. Please avoid foods that may cause broken brackets.



## I HAVE A ROUTINE REVIEW APPOINTMENT COMING UP? (RETAINER CHECK, GROWTH MONITORING EXAM)

These appointments are very important, but by their nature become elective at a time such as this. We will maintain all appointment records within our system and contact you to schedule your deferred review appointment when the situation passes.

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

It is important to continue wearing your aligners and your elastic bands in order for your treatment to progress and to wear your retainers as instructed to maintain your treatment result.

Follow health recommendations by washing your hands thoroughly with soap and water before and after removing or placing your aligners, retainers and elastics. Your aligners and retainers can also be washed or cleaned using a toothbrush and a diluted soap and water solution. After cleaning the appliance, rinse thoroughly in cold water to minimise any build up of cleaning solutions.



## WILL PATIENTS BE ALLOWED IN THE PRACTICE AT ALL?

Unless in the case of an extreme emergency (trauma or infection) - not at this time. We cannot see anyone infected with Covid-19 or persons with infected family members **UNDER ANY CIRCUMSTANCES**. Our practice will reopen as soon as we are advised it is safe to do so.

**Thank you for your understanding during this difficult time for us all. We are truly grateful that you have chosen to support our practice. We wish you all good health and look forward to seeing you again in person very soon!**

Remember, this is not a break up, we are just going long distance 🥰