



## 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 find new ways to provide you with world-class orthodontic care.

### WHY DOES THE ORTHODONTIC OFFICE NEED TO CLOSE?

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



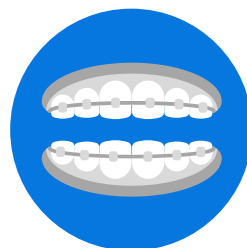
### HOW LONG WILL OUR PRACTICES BE CLOSED?

Our office is currently closed for general appointments. We are however, virtually consulting with our patients via video call if it is appropriate for their appointment. We are frequently assessing the situation and will be very transparent with any changes. Our team will be available to assist patients by phone, text, and email from 9am-4pm Monday – Thursday and 9am-1pm Fridays. To help keep our outgoing lines open for our team to handle patient concerns, we ask that you email our team at [info@braces120.com](mailto:info@braces120.com).



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

Please make sure you keep good oral hygiene by brushing and flossing twice daily. Wash your hands prior to brushing and flossing. Also remember, avoid foods that may lead to a breakage. We will not be able to see you for any 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@braces120.com](mailto:info@braces120.com).



# FAQ GUIDE FOR PATIENTS DURING COVID-19 (CONTINUED)

## 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. 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@braces120.com](mailto:info@braces120.com).

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



We are excited for all our patients to take this big step, and decided to offer to send the aligners to your home address, and to start your aligners without placing the attachments on your teeth. If you are happy to proceed with this, we will set up a virtual appointment and our clinicians will walk you through the start of your aligners once you have received them. With this approach we will be able to start your treatment slowly, monitor you closely and minimise any adverse impact on treatment. When we re-open, we will place the attachments onto your teeth.

## WHAT ABOUT GETTING MY BRACES OFF?

Although orthodontic procedures are very safe for patients and clinic workers with hospital level sterilization and infection control protocols, 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.



# FAQ GUIDE FOR PATIENTS DURING COVID-19 (CONTINUED)

## 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 digital review with the orthodontist via video call, and will ask you to provide photos prior to the appointment if appropriate. If your appointment is not time critical, we will reschedule to a future date, when the community 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@braces120.com](mailto:info@braces120.com) 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@braces120.com](mailto:info@braces120.com).

# FAQ GUIDE FOR PATIENTS DURING COVID-19 (CONTINUED)

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

Unless in the case of an extreme emergency (trauma, infection, extreme pain) - not at this time. We cannot see anyone infected with Coronavirus or persons with infected family members 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 9696 6999 or email [info@braces120.com](mailto:info@braces120.com)



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



We have an extensive self help video library on our YOUTUBE Channel "[Bayside Ortho](#)". 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.baysideorthodontists.com](http://www.baysideorthodontists.com).

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

Follow us on Instagram [@bayside\\_ortho](#) for updates or check out our YouTube Channel by searching Bayside Orthodontists Youtube, or by using the link:

[https://www.youtube.com/channel/UCINi3\\_PdDsn-N6QJjV7FMOA](https://www.youtube.com/channel/UCINi3_PdDsn-N6QJjV7FMOA)

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 Brittany, Dr Anna, Micha, Danielle, Fiona, Kelly, Aisha, Georgie, Cindy, Zoe & Chelsea