



*Dr Rhonda Coyne - The Smile specialist*

## CONTACT DETAILS

**Phone:** (07) 4051 2333

**Fax:** (07) 4051 5513

**Email:** info@nqortho.com.au

**Website:** www.nqortho.com.au

### **Address:**

**Cairns** - 445 Draper Street, Cairns, Qld 4870

**Atherton** - 2 Beatrice Street, Atherton, QLD 4883

**Innisfail** - 27-29 Owen Street (the Rising Sun Centre - upstairs), Innisfail, QLD 4860

**Postal** - P.O. Box 8087, Cairns, Qld 4870

### **Social Media**

Follow us on Facebook and Instagram!

We love seeing what our NQ Ortho smiles are up to...

Remember to tag @nqortho and hashtag #nqortho in all your happy smiling photos!

**Facebook:** nqortho

**Instagram:** nqortho

Dr Rhonda Coyne BDSc (Hons)(Qld) MDSc (Melb) FRACDS AOB Cert Provider No: 210003HJ

**Member** - Australian Society of Orthodontists, World Federation of Orthodontists  
American Association of Orthodontists & Australian Dental Association  
**Cairns Orthodontic Specialists Pty Ltd ABN 72 010 567 316**

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## BENEFITS AND RISKS OF ORTHODONTIC TREATMENT

As a rule, informed and co-operative patients achieve positive orthodontic results. While recognising the benefits of healthy teeth and a pleasing smile, you should be aware that orthodontic treatment has limitations and potential risks. Fortunately, in orthodontics these are seldom enough to avoid treatment, but nevertheless, they should be considered when making the decision to undergo orthodontic treatment. The major risks involved in orthodontic treatment include:

- Tooth decay, gum disease and permanent markings (decalcification) on the teeth can occur if orthodontic patients eat foods containing excessive sugar and/or do not brush their teeth frequently and properly. Inflammation of the gums and loss of the supporting bone can occur if bacterial plaque is not removed daily with good oral hygiene. The same problems can occur without orthodontic treatment, but the risk is greater to an individual wearing orthodontic appliances.
- In some patients the length of the roots of the teeth may be shortened during orthodontic treatment. Some patients are prone to this happening, most are not. Usually this does not have significant consequences, but on rare occasions it may be a threat to the longevity of the teeth involved.
- Teeth have a tendency to change their position after treatment. This is usually only a minor change and faithful wearing of retainers should reduce this tendency. Throughout life, the bite can change adversely or favourably from causes such as growth and/or maturational changes which are outside the control of the orthodontist.
- Sometimes a tooth may have been traumatised by a previous accident or a tooth may have large fillings which can cause damage to the nerve of the tooth. Orthodontic tooth movement may in some cases aggravate this condition and in rare instances may lead to the need for root canal treatment by your family dentist.
- Atypical formation of teeth or insufficient or abnormal changes in the growth of jaws may limit our ability to achieve the desired result. If growth becomes disproportionate during or after treatment, or a tooth forms very late, the bite may change, requiring additional treatment. In some cases it may also involve oral and maxillofacial surgery. Growth changes that occur after active orthodontic treatment may alter the quality of treatment results.
- The total time required to complete treatment may exceed the estimated treatment time. Time estimates are based on average treatment times. Excessive or deficient bone growth, poor co-operation in wearing the appliances the required hours per day, poor oral hygiene, broken appliances or missed appointments can all lengthen the treatment time and affect the quality of the end results.
- General medical problems can affect orthodontic treatment. Please keep us informed of any changes to your medical health.

For some patients, orthodontic treatment is an elective procedure. One possible alternative to orthodontic treatment is not to treat at all. You could choose to accept your present oral condition and decide to live without correction or improvement. However, for the vast majority of patients, orthodontics will provide a beneficial improvement to the bite and function of the teeth and a pleasing smile.

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## ALIGNERS

Clear aligners are an alternative to traditional braces. They use a gradual force to control tooth movement, but without metal wires or brackets. The aligners are made of a strong medical grade plastic material and are manufactured to fit specifically to your teeth. You are given a series of aligners ranging anywhere from as little as 7 all the way through to 80+ depending on what's needed for you, these are changed on a weekly to fortnightly basis. Each aligner moves the teeth in increments until the desired movement is achieved.

Aligners are worn for at least 22 hours a day. Like traditional braces they are worn all the time but unlike braces you have the ability to remove them when you are eating, drinking and brushing your teeth. This means you are able to eat whatever you like and maintain a high level of oral health as you can brush and floss with ease.

The catch with aligners is that you have to remember to wear and change them otherwise they won't work and will delay your treatment.

### What's included in your aligner treatment:

- Fitting of aligners and attachments
- Aligner case
- Oral hygiene starter pack
- Attachment repairs
- Elastics (if required)
- All adjustment appointments
- Dental Monitoring app, 1x set of retractors and 1x scan box
- Mid treatment assessment of plan and production of additional aligners if needed (full treatment only)
- Removal of attachments at end of treatment
- Retainers and periodic retention appointments for 2 years after active treatment

### What's not included in your aligner treatment:

- Replacement aligners and cases
- Additional oral hygiene products
- General Dentist costs - for the extraction of teeth for orthodontic purposes, 6-12 month regular dental checks, cleans and fillings etc.
- Other Specialist costs - if we need to refer you to another specialist such as an Oral and Maxillofacial Surgeon, a Periodontist or a medical specialist.
- The temporary removal and replacement of attachments for a special occasion such as a school formal or a wedding
- Non-orthodontic appliances such as mouthguards needed during or after treatment
- Visits to us after two years of retentions and retainer supervision has passed
- Re-treating you if you have not worn your retainers correctly and have let your teeth move



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## BRACES

Traditional braces use a gradual force to control tooth movement with a combination of ceramic and clear brackets and the use of metal wires. The brackets are bonded individually on to each tooth and what moves the teeth is the wire that goes through the brackets, you start off with a thin flexible wire and work your way up through various wires to a thicker and firmer wire.

Braces are a fixed appliance, this means you cannot remove them from your mouth. There are a few things to consider when deciding if braces are right for you; this includes maintaining a high level of oral hygiene and making changes to your diet. If you do not brush and clean your braces correctly you can get irritated and bleeding gums which may result in white spots (decalcification) on your teeth when your braces come off. Changes in your diet are made to avoid breaking your braces, these changes include avoiding sticky, crunchy and hard foods and cutting foods such as apple and carrots into bite sized pieces or grating them.

The trick to successful braces is avoiding breakages and keeping them clean otherwise they won't work and will delay your treatment.

What's included in your braces treatment:

- Bonding of braces
- Oral hygiene starter pack
- Elastics (if required) and wax
- All adjustment appointments
- Dental Monitoring app, 1x set of retractors and 1x scan box
- Removal of braces at end of treatment
- Retainers and periodic retention appointments for 2 years after active treatment

What's not included in your braces treatment:

- Additional oral hygiene products
- General Dentist costs - for the extraction of teeth for orthodontic purposes, 6-12 month regular dental checks, cleans and fillings etc.
- Other Specialist costs - if we need to refer you to another specialist such as an Oral and Maxillofacial Surgeon, a Periodontist or a medical specialist.
- The temporary removal and rebond of braces for a special occasion such as a school formal or a wedding
- Non-orthodontic appliances such as mouthguards needed during or after treatment
- Visits to us after two years of retentions and retainer supervision has passed
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## DENTAL MONITORING

Dental Monitoring is the world's first remote monitoring solution for orthodontic treatment. The app (which you'll hear us refer to as DM) uses your smartphone to capture the movement of your teeth from home or anywhere with a wifi connection, and communicates the information directly to Dr Rhonda. This means we can monitor your progress more closely than we ever could before and will help to make your treatment faster, more efficient and take the shortest time possible to get you to your new smile!

When you begin your orthodontic treatment, Dr Rhonda will design a plan based upon how we expect your teeth to move. Not all smiles are the same however, and your teeth may respond more quickly or more slowly to your planned rate of tooth movement. Being able to track the movement of your teeth week to week without having to come into the practice means we know exactly how fast your smile is changing all via your smartphone! For example, if your teeth move faster than expected, the app will let you know you can move to your next aligner or wire ahead of schedule.

This is why using the Dental Monitoring app with your orthodontic treatment can substantially reduce your overall treatment time and is why it is a crucial part of your treatment at NQ Ortho.

### What are the benefits of DM?

DM allows us to check how your teeth are moving from wherever you are, so long as you have your smartphone handy. We'll know when each aligner or wire has finished working its magic, and the app will let you know when to move on to your next aligner or when its time to get your braces adjusted.

It also means appointments are only made as you need them, saving you time off work or school unlike conventional orthodontic treatment. Issues like an aligner not fitting or a broken bracket are picked up almost as soon as they arise, so we know to schedule an appointment as soon as possible so there is minimal delay in the progress of your treatment.

All of this means we can complete your orthodontic treatment more precisely, comfortably, and in the least amount of time possible. DM is designed to work effectively with both aligners or braces, so you can experience the benefits of this technology no matter which treatment you choose.

### How does DM work?

The Dental Monitoring app is a revolutionary tool designed to help capture pictures of your teeth quickly and easily. Developed in France for Android and iPhones, the app guides you through the process of taking a video scan of your teeth when you need to.

Everything begins with digital imaging to produce 3D models of your teeth and smile. Your DM app uses this as the starting point for tracking the movement of your teeth throughout your treatment. At your start appointment, we will guide you through how to take your first scan. After that, your DM app will prompt you to take a new scan when needed (roughly every week). Your scan uploads automatically to the DM Cloud, where your teeth will be analysed and reported back to Dr Rhonda in the form of graphs, photos, and a 3D visual of your current tooth position. We'll be able to see how your teeth are moving, and make sure your smile is on track and aligning exactly how it's supposed to which determines if you're ready for an aligner or wire change.

### Is DM included in my treatment fee?

Yes, DM is a standard inclusion in all of our patients treatment plans.  
You will receive the app, 1 scan box and 1 set of retractors at your start appointment.

There may be additional charges for replacement of scan boxes, retractors or the refusal to use Dental Monitoring during treatment.

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## BITE CORRECTORS (EXPANDERS & PLATES)

A bite corrector is either a removable plate or a fixed expander worn to correct early dental problems. They are commonly used for the correction of bite problems such as an overbite, single tooth cross bites or for jaw expansion of a narrow arch.

The plate is made with hard acrylic and there are a range of colours and options to choose from. The expander is made with metal and is made digitally to ensure a snug custom fit.

What's included in your treatment:

- Impressions/Scan needed to manufacture appliance
- Fitting of appliance
- 1x appliance case (removable only) & 1x appliance key
- Elastics (if required)
- All adjustment appointments
- Retainers and periodic retention appointments for 2 years after active treatment

What's not included in your treatment:

- Repairs or replacement of the appliance
- General Dentist costs - for the extraction of teeth for orthodontic purposes, 6-12 month regular dental checks, cleans and fillings etc.
- Other Specialist costs - if we need to refer you to another specialist such as an Oral and Maxillofacial Surgeon, a Periodontist or a medical specialist.
- Non-orthodontic appliances such as mouthguards needed during or after treatment
- Visits to us after two years of retentions and retainer supervision has passed (unless on review)
- Re-treating you if you have not worn your retainers correctly and have let your teeth move

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## RETAINERS AND RETENTION

Following treatment you will be given retainers to help keep your teeth in their new position. This is a vital part of your treatment. If you do not wear your retainers as instructed, all the time and effort gone in to straightening your teeth may be wasted as your teeth can move back to their original positions. The type of retainer we use will be decided on a case to case basis as the stability of your teeth varies with each individual patient.

*Retention is for life.*

Retention is the holding of the teeth in their new position after orthodontics so that they do not drift back to where they have been moved from. Wearing a retainer allows the bone supporting the teeth to fully form around the teeth in their new positions and allows the teeth to settle down into their new bite. We will supervise the wearing of retainers for the first two years to establish a maintenance routine for wearing them which will continue to hold the teeth in position. After this you will be able to continue the routine wear of your retainers as you will have an established pattern to follow.

There will be a charge for replacing retainers which have been broken, lost or worn out. There will also be a retreatment charge if you let your teeth move (relapse) and want them re-straightened. Relapse occurs when the teeth start to move back to their original positions if you don't wear your retainer enough. The only safe way to guard against potential relapse is to regularly wear your retainers as needed.

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## APPOINTMENTS

When you arrive to our practice for your appointments please check in using our sign in screen so that Dr Rhonda and the team know that you're here. If you're unable to sign in for any reason or need to update your details please present to reception.

Please call us when:

- You're running late to your appointment

*Patients who arrive late but within the scheduled appointment time will be seen after patients who are on time, if you arrive after your scheduled appointment time we may have to reschedule to another day*

- To reschedule or cancel an appointment

*Our appointments fill up quickly! We will do our best to find you a new time, however this may be a few weeks from your original appointment*

- If you have a long wire that needs trimming or a lost bracket or attachment

*Call to book an appointment as soon as possible as scheduled times for these are limited*

- If you have lost or broken aligners or retainers

*We can advise you on what to do from here as a visit may not be necessary*

We understand that your time is as valuable as ours, for this reason we have a pre-defined appointment schedule that we adhere to which ensures that all our patients have an equal share in popular appointment times. Long appointments such as starts and finishes are generally scheduled from mid-morning to mid-afternoon as we reserve early mornings and late afternoons for our shorter and more regular appointment types.

It is not possible for us to see all of our patients before and after school or outside of work hours. Therefore, it will be unavoidable for you to miss work/school from time to time.

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## FEES AND PAYMENT PLANS

### Payment Options

All of our fees include different options for payment with flexible deposit amounts. These are; upfront, Denticare or ZipMoney (*discounts available on selected options also*). We use two different third party finance companies that provide zero interest repayment plans specifically designed for Dental and Orthodontic practices, if you wish to utilise a repayment plan option rather than paying in full.

Our repayment plans are tailored to allow you the opportunity to pay off the total amount of your contract over a period of time which is set by the third party. The duration of your contract may go longer or shorter than the estimated treatment time. Payment for treatment must be arranged before treatment is commenced or appliances approved for manufacture.

### DentiCare

DentiCare has a once off setup fee of \$39.00 which will be taken out of your nominated account when your contract is submitted. You will need to have your identification and bank account or credit card details with you to complete the paperwork.

*(please note there is a monthly transaction fee for credit card payments).*

In order to qualify for DentiCare you must meet the following requirements:

1. You are an Australian Citizen  
*Australian Resident status does not qualify –  
if you are a permanent resident please inform staff as alternative options are available*
2. You are 18 years or older
3. You are gainfully employed and/or have an adequate income to honour the scheduled payments
4. You are currently not bankrupt or subject to any bankruptcy and/or debt agreement

If you have any further questions regarding DentiCare please call them directly on 1300 633 472.

### ZipMoney

ZipMoney has a once off \$100 set up fee and no deposit required and offer 24 or 18 months interest free with minimum monthly repayments and \$4.95 monthly fee while there is a balance owed.

You will be sent a link for an easy online application process.

In order to qualify for ZipMoney you must complete their online credit check.

*\* You can find a comparison table of the two companies on the last page of this document*

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### **Health Fund**

If you have private health insurance, please bring your health fund card when you start your contract as we can swipe the card on the day.

As all health funds and cover levels are different for each provider you will need to contact your fund directly to find out your rebate amount by quoting the items numbers below.

For Braces:

*Item Number 881 or for some health funds 831 x2*

For Aligners:

*Item Number 881*

If your health fund pays the full rebate amount over a number of years, you can ask us for an annual receipt each year to take back to the health fund for the remainder of the rebate.

Unfortunately some health funds do not allow you to claim your benefits through HICAPS machine. This will require you to pay us first and then take your receipt to your health fund to claim your rebate. If any other item numbers are required please contact us.

\*\*\*NOTE: these item numbers are the standard numbers used for each treatment type - please confirm this is the item number needed for your specific treatment by checking your personal treatment plan.

### **PAYMENT METHODS:**

We accept Cash, Cheque, Direct Bank Transfer, HICAPS and EFTPOS (we do not accept AMEX). We can also take credit card payments over the phone.

To pay your account by direct transfer to NQ Ortho's Bank Account use the following details:

*Account Name: LN Coyne Dental Services Pty Ltd*

*BSB No: 064 804*

*Account No: 1349 2467*

*Reference: First and Last name of patient*

Please email a copy of your payment receipt to [info@nqortho.com.au](mailto:info@nqortho.com.au)

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## ***Comparison of Denticare & zipMoney***

	<b>Denticare</b>	<b>zipMoney</b>
<b>Deposit</b>	Yes, deposit required to start contract (payed to NQ Ortho and deducted from treatment fee total)	No, a deposit is not required
<b>Fees</b>	Once off establishment fee of \$39 (Fees for credit card payments: Visa & Mastercard 1.95%, Amex 3.25%)	Once off establishment fee of \$100 \$4.95 monthly fee while balance owing
<b>Interest</b>	0% on term of contract	0% for 12 or 24 months - then 19.9% after interest free period
<b>Term</b>	18 months with deposit of \$500 (for contracts under \$6000)  24 months with deposits of \$500 > \$2499  30 months with deposits of \$2500 >	12 months or when total balance paid off (for contracts under \$6000)  24 months or when total balance paid off
<b>Repayments</b>	Monthly for the first repayment, then can be changed to Monthly/Fortnightly/Weekly	Monthly/Fortnightly/Weekly - additional payments can also be made online at any time
<b>Minimum Payments</b>	Monthly repayment amount required each month/fortnight/week. However you can make additional payments at any time ( <i>by contacting Denticare</i> ) , which will come off the end of the contract.	Monthly repayment amount required each month/fortnight/week. However you can also make additional payments at any time via the ZipMoney app or website.
<b>Application</b>	Form to be filled out at NQ Ortho at time of deposit.  Requires drivers licence, credit card number or bank account details for direct deposit and signatures.  (Fees for credit card payments: 1.95% Visa & Mastercard, 3.25% Amex)	Online application.  NQ Ortho will send a link with the treatment amount, click the link and follow the application process for approval. Requires personal details such as a bank statement for credit check.