

Dear Patients, Parents and Friends of NQ Ortho:

As members of your local community, the health and peace of mind of our patients, families, and team members remain our highest priority. We are closely monitoring the COVID-19 information and are aware of the recent media coverage and recommendations from the World Health Organization (WHO), the Australian and Queensland Governments and local authorities.

We are not closing our offices unless it is mandated by Federal, State, or Local government or by our associations (Australian Dental Association, Australian Association of Orthodontists, or their affiliated associations).

However we did have some scheduled downtimes because of my speaking engagements (now cancelled) and at this stage we will be leaving the practice closed for those dates (19 March to 23 March & 31 March until 13 April 2020), unless we are instructed otherwise.

We ask all scheduled patients who are experiencing symptoms of any respiratory virus or communicable disease to contact us to reschedule. Specifically, under these current circumstances, we are asking that you not come into the office if you have a fever, are coughing, sneezing, or having difficulty breathing, or if you have been exposed to someone with the COVID-19 virus. We are only seeing patients in our office for those appointments that are absolutely necessary.

Those who have travelled or who have been in contact with persons exposed to the coronavirus should isolate as instructed by the authorities.

Whilst we are not stopping parents or guardians accompanying patients to appointments, we ask that you do not bring friends or siblings into the office who do not have a treatment appointment.

We embrace technology to benefit our patients and staff. What makes us unique is that we have used virtual appointments and remote treatment monitoring for many years. These technologies were implemented for patient convenience, however, with the unique challenges we are now facing, using technology is even more important.

For your convenience and safety; for any observation or retainer check appointments we ask that you see us virtually and the instructions on how to do this is in your email reminder.

Your treatment and desire for information need not be put on hold. Make use of our excellent remote technologies to keep you connected with us.

Useful Contacts:

Practice Landline +61 7 4051 2333 during business hours (& Voicemail instructions out of hours)

Email info@nqortho.com.au

Messaging Centre +61 439 965 450 (text during business hours)

Office Mobile +61 408 736 838 (phone or text)

WhatsApp +61 408 736 838 (add us to your contact list for video chat)

We are assessing the situation daily and remaining vigilant for the health and benefit of everyone in our community. We will let you know as the situation changes.

Be kind to each other, stay healthy and connected.



Dr Rhonda and the entire NQ Ortho Team