

NQ ORTHO: FAQ GUIDE

for patients during COVID-19 closure



Due to the unpredictable nature of the pandemic and the rapidly changing restrictions from health and government officials, we must close our doors to all elective procedures for the safety of our community and staff.

(Elective procedures are defined as 'any procedure that does not involve treating a medical emergency to preserve life')

Our team will still be here working behind the scenes to ensure your treatment can progress as best we can and to assist you via email/txt/phone during this closure period.

HOW LONG WILL OUR PRACTICE BE CLOSED?

We are frequently assessing the advice of the government and health regulators and will reopen as soon as is permitted. We will provide regular updates via our Facebook and Instagram pages as the situation evolves.

Our team will still be able to assist you during this time via email and text.

(Please see last page for contact details)

HOW SHOULD I PROCEED IF I AM WEARING ALIGNERS?

Please make sure to keep wearing your aligners as instructed to continue progressing your treatment. Make sure to use your chewies in areas where you may see visible space between your tooth and the aligner (lag), and continue with your DM scans (if applicable).

If you are on your last aligner, after wearing it full time for 2 weeks - it is now perfectly fine to reduce your wear to a retainer phase. This means wearing your last aligner night time only (min 8hrs a day) to ensure that your teeth stay in position and make your last aligner last longer.

If you have lost an attachment, please continue with treatment as normal.

When we are able to reopen, we will assess where you're up to and continue your aligner treatment from there.

Always remember to wash your hands before placing and removing your aligners or elastics!

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

Please make sure you keep up with your oral hygiene by brushing at least twice a day and regular flossing. Also remember to take extra care and DO NOT eat forbidden foods to avoid any breakages during this time as your braces will continue to keep your teeth in place.

If wearing elastics, please continue to do so as directed as proper elastic wear will continue to correct your bite.

If you are on DM, please continue to submit your scans and keep up to date with these.

When we are able to reopen, we will assess where you're up to and continue to progress your braces or appliance treatment from there.
If you have any issues, breakages, long wires etc. please contact us right away for further instructions.

WHAT ABOUT GETTING MY ATTACHMENTS OR BRACES OFF?

Although orthodontic procedures are very safe for patients and clinical staff with hospital level sterilization and infection control procedures and protocols, the procedure to remove bonding materials produces aerosols that can possibly contain biological material, including viruses. Therefore these types of procedures 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 appointments to remove attachments and braces when we have been advised by health and government officials that it is safe to do so.

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

It is always important to wear your retainers as instructed. In the event that replacement retainers are required, please send us an email or txt and we will be in contact to provide advice. If you have broken or lost an aligner, simply move forward to the next aligner in the sequence and notify us via DM or email.

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

Most minor orthodontic irritations can be managed at home. For example if you have a wire that's getting long or a bracket that is irritating – you can use your wax to cover it. If you are unsure what to do, please email us a photo so we can advise on what short term measures are needed to get you out of trouble.

WE ARE ADVISED TO PRACTICE GOOD HAND WASHING. HOW SHOULD WE HANDLE WEARING ALIGNERS, ELASTICS, RETAINERS ETC?

It is important to continue wearing your appliances and elastics as instructed to maintain your treatment progress or retention. Follow all recommendations by washing your hands thoroughly with soap and water before and after removing or placing aligners, retainers, plates or elastics.

I HAVE RUN OUT OF ELASTICS, WAX OR CHEWIES. WHAT DO I DO?

It is important that you continue to wear your elastics and use your chewies as instructed. It is also important to have wax on hand for patients with braces, on to use for long wires or rubbing brackets to avoid ulcerations.

If you have run out or require any of these, please send a request via email with your postal address and we will mail these out to you.

I AM ON DENTAL MONITORING. IS DR RHONDA STILL TRACKING MY TREATMENT?

YES! It is very important - now more than ever - that you continue to use DM and keep up to date with your scans. We are very lucky to be one of the early adopters of this great piece of technology, so it is an easy transition for us to continue as is and Dr Rhonda can easily keep track of your treatment virtually!

If you have any issues with the app or have lost your retractors or scan box etc., please contact us immediately.

I HAVE HAD A NEW PATIENT ASSESSMENT ALREADY. CAN I STILL START MY ALIGNER TREATMENT?

If you have been in the practice for a new patient assessment before COVID-19 restrictions and we have a 3D scan of your teeth, you may be able to start your aligner treatment.

The decision to start now or wait until the pandemic passes is entirely yours.

If you would like to start now:

1. Depending which payment option you would like, we can email you the forms to fill out digitally and you can bank transfer or pay by credit card over the phone.
2. From there, it generally takes approx. 4-6 weeks for the aligners to arrive (however we cannot guarantee this time frame given the current situation) and we will contact you when we receive them. They will be posted to you at home with everything you need.
3. Once you receive the aligners, contact us to advise you have received your start pack and we will schedule a time for a virtual appointment via video call and where we will go through your instructions and set you up in the Dental Monitoring app.
4. From there, we will keep track of you virtually via DM (Dental Monitoring), until we are able to see you in person to add the attachments (bumps on the teeth) if needed and anything else we need to do.

If you would like to postpone treatment:

1. Dr Rhonda will honour the fees that you have been given and we will add you to our recall list.
2. Once we are able to fully operate again, we will contact you for an appointment to re-scan your teeth and sort out the paperwork.
3. From there it should take approx. 4-6 weeks for the aligners to arrive, once receive them we will call you to schedule an appointment in the practice to get you started on your treatment, go through instructions and teach you how to do DM as we would have pre COVID-19 life!

Please contact us so we can assess your records and treatment plan and advise if starting your treatment now is possible for you.

I HAVE NEVER BEEN TO NQ ORTHO BEFORE. CAN I STILL GET AN ORTHODONTIC OPINION?

Yes!

We are still able to assess your teeth virtually!

Head to our website www.nqortho.com.au and click on '*click here for a virtual orthodontic opinion*' at the top of the home page - fill out the form and submit some photos.

Dr Rhonda will evaluate your photos and we will email you a quick assessment video outlining your treatment options and an estimated fee so you will be ready to go when restrictions are lifted and we can see you in person.

EASY!

CONTACT DETAILS:

For orthodontic **EMERGENCIES**:
Please text or call Dr Rhonda on
0408 763 838

For all other **NON URGENT** enquiries:
EMAIL – info@nqortho.com.au
TXT – 0439 965 450 (*existing patients only*)

To keep in the loop with NQO's latest COVID-19 updates,
please follow us on Facebook and Instagram.
FACEBOOK – www.facebook.com/nqortho
INSTAGRAM – [@nqortho](https://www.instagram.com/nqortho)

Thank you for your patience, understanding and support at this time.
We will continue to work hard behind the scenes and look forward to seeing you all in person
again soon!

Stay safe, stay home & wash your hands!

Dr Rhonda and the team at NQ Ortho