

COVID-19/ CORONAVIRUS CLOSURE FAQ GUIDE

APRIL 2020



<https://www.anglehouseorthodontics.com.au>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

WE ARE HERE FOR YOU

Dear Patients, Parents and Friends of Angle House Orthodontics,
Due to these unprecedented and rapidly changing circumstances, we know you might have some questions about the COVID-19 pandemic and how it may affect you 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 world-class orthodontic care.

Gopal Kataria

Dr Gopal Kataria
Specialist Orthodontist



HOW LONG WILL OUR PRACTICE BE CLOSED?

Our practice is currently closed to patients. We are frequently assessing the advice of the government and health regulators and will reopen as soon as it is safe to do so. We will provide regular updates on our Facebook page as the situation evolves. Our team are still be available to assist patients during the closure period. We ask that you phone us on 9817 6427 or email us at info@anglehouseorthodontics.com.au.



WHY DOES THE PRACTICE NEED TO BE CLOSED?

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.



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 look forward to seeing you again as soon as possible to get things going. We are hopeful that this delay will be short and a delay of a few weeks or months will have no impact on your treatment. When this situation has stabilised and we are permitted to reopen we are going be ready for you!

HOW SHOULD I PROCEED IF I AM WEARING INVISALIGN ALIGNERS?

Please make sure to keep wearing your active aligners as instructed to continue progressing your treatment. Make sure to use your chewies as advised 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 and holding for one minute.

If you no longer have aligners to continue to your next week, it is perfectly fine to reduce your last aligner to a retainer phase of night-time only wear (10-12 hours) to ensure that your teeth stay in position and make your aligners last longer. Keep your aligners clean and avoid all drinks other than water while wearing them. When our practice reopens, we will take a digital scan for new aligners if required.

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 good oral hygiene by brushing twice a day and regular flossing. Also remember, DO NOT eat forbidden foods to avoid any breakage. If wearing any elastics continue to do so as directed or we will contact you to advise.

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.

WHAT ABOUT GETTING MY BRACES OFF?



Although orthodontic procedures are safe for patients and clinic workers with hospital level 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 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 removal of braces when we are advised that it is safe to do so.

I HAVE A ROUTINE REVIEW APPOINTMENT UPCOMING

These appointments are very important, but by their nature become elective at a time like this. Our front desk team will contact you in due course with instructions from Dr Kataria as to how to manage your current treatment and will reschedule your appointment to a later time in the coming months when the community situation returns to normal.



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, please contact the practice and one of our staff will provide advice.

If you have broken or lost an **Invisalign aligner**, you may be able to simply move forward to the next in the sequence and wear it for an extra week but please contact us first for guidance.

If you break or lose your LAST aligner, go back to the previous aligner to wear at night time only to hold the teeth in place.

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 soap and water solution. An old toothbrush is ideal for this purpose. After cleaning the appliance, rinse thoroughly in cold water to minimize the soapy taste, just like when doing the dishes.



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



Most minor orthodontic irritations from braces can be managed at home. Please see the helpful videos on our Facebook page <https://www.facebook.com/anglehouseortho>

If you are unsure what to do, please email us at info@anglehouseorthodontics.com.au and attach clear photographs of the problem so we can then contact you to provide advice on what short term measures are needed to get you out of trouble.

To stay updated on how our office is responding please follow us on Facebook. We will be updating our Facebook page regularly.

www.facebook.com/anglehouseortho

Also follow us on Instagram @angle_house_orthodontics for updates.

Contact email: **info@anglehouseorthodontics.com.au**

Phone **9817 6427**

www.anglehouseorthodontics.com.au

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 very soon!

Dr Gopal Kataria and the team at Angle House Orthodontics

