



Knox City Orthodontics

06 August 2020

To all of our valued patients and families,

Due to metropolitan Melbourne's stage 4 restrictions in response to the COVID-19 pandemic, and in accordance with the Public Health and Wellbeing Act 2008 (Vic) once again all dental practices (including specialist orthodontic practices) have been mandated to defer all routine treatment.

In the interests of patient, staff and public safety, we are required to restrict our services to emergency only, until we are advised otherwise.

At this stage **WE ARE OPEN FOR EMERGENCY APPOINTMENTS** on Tuesdays, Wednesdays and Fridays.

Please email us at dm@knoxortho.com.au if you have any questions and we will endeavour to always answer these within 24 hours of receiving an email.

Please be assured that we will be contacting you the week before your scheduled appointment to guide you through this time.

Due to the work we undertook preparing for our first practice closure during April, we have the necessary systems already in place using various remote monitoring systems and technologies to ensure that your treatment is progressed to the greatest extent possible, while the clinic is working under necessary restrictions. To remind you of these systems and how they support your treatment we have prepared a 'Frequently Asked Questions' to answer as many as we can.

We appreciate your support and will continue to support you. Please be patient with us as we transition through these restrictions.

Please look after yourselves and those close to you in these difficult times. We cannot wait to see you back in the clinic as soon as we can.

Thank you for your understanding, we are truly grateful that you have chosen to support our practice. Keep safe and keep smiling, we can't wait to see you again in person, very soon!

Dr Bruce Baker and the team at Knox City Orthodontics

FAQ

Practice Questions

Q: How long will these restrictions be in place?

Unfortunately, with the rapidly changing position with respect to the COVID-19 pandemic, we cannot say exactly when these restrictions will be lifted. However, we will keep patients updated through various channels including social media - [Facebook](#) and [Instagram](#).

Q: How do I contact you?

Our phone lines will continue to be maintained so you can contact us on [\(03\) 9801 4222](#) on Tuesdays, Wednesdays and Fridays. We do anticipate high call volumes over the coming days, where appropriate, please email enquiries to dm@knoxortho.com.au.

We will continue to provide updates to patients through our [Facebook](#), [Instagram](#), and via email.

We also have a [YouTube](#) channel specifically for 'how to' videos.

Appointments Questions

Q: I have an appointment booked, do I still come to the practice?

Unfortunately, the practice is open for emergency appointments only so please do not come to the practice for your scheduled appointment. Our office will contact you before this date to reschedule.

Q: Will I be allowed in the practice at all?

If you feel that you have an orthodontic emergency, please contact the practice on [03 9801 4222](#) and we will make necessary arrangements as required.

Q: What should I do if I was due to start treatment soon?

We are excited for all our patients to take this big step and look forward to seeing you as soon as we are able to reopen. Luckily a delay will have no impact on treatment. We'll be ready for you when we return to unrestricted practice!

Q: What if I was due to get my braces off soon?

Unfortunately, removing braces is one of the specific procedures that is restricted at present and consequently must be considered on a case by case basis. Therefore, our Practice will be contacting you to advise when we can

remove your braces.

We understand that this may be frustrating, as you're coming to the end of your orthodontic journey. Please bear with us – these restrictions are with safety in mind, and we will remove your braces as soon it is safe and possible to do so. In the meantime, please continue to brush and floss thoroughly to maintain your dental health.

Q: What do I do if I have a problem?

If you have anything that is concerning you with your braces/aligners/appliance we encourage you to take a photo of the issue and email dm@knoxortho.com.au.

Dr Baker will review these photos and advise whether you need to attend for an emergency appointment or guide you through how to resolve this at home.

You can also explore our 'how to' videos on our [YouTube](#) channel which show ways to manage some common orthodontic problems.

Q: Will we still see emergencies?

Emergencies are still permitted under the current restrictions. As such, we will be available Tuesday, Wednesday and Fridays to manage any emergencies.

If you feel you have an emergency situation, please contact the practice in the first instance and we can either offer a remote solution or determine whether you need to come to the practice.

As the COVID-19 crisis develops, these arrangements may change, and we will keep you informed of any changes.

Q: I'm interested in orthodontic treatment, what do I do?

We are proud to offer a virtual consultation option for those wishing to investigate treatment, we will be able to make an initial assessment of your suitability and options available.

Unfortunately, we won't be able to start your treatment immediately, but we'll be ready to go once restrictions are lifted.

Treatment Questions

Q: I am wearing braces or an appliance, what do I do?

Please make sure you:

1. Keep good oral hygiene by brushing and flossing three times a day.
2. Avoid any forbidden foods to avoid any breakage
3. Continue to wear elastics as directed, if currently wearing.

Your braces will continue to straighten your teeth and proper elastic wear will continue to correct your bite.

If you feel you need something reviewed, please email us with a photo of your concerns, to dm@knoxortho.com.au

Q: I am wearing aligners, what do I do?

Please continue to keep wearing the active aligners as directed by Dr Baker.

Make sure to use your chewie's and bite and hold to seat the aligners where there may be space between your teeth and the aligner.

If you no longer have aligners to continue to your next week, it is perfectly fine to use your last aligner to "retain" your teeth for 10-12 hours per day to ensure your teeth stay in position.

Keep your aligners clean and avoid all drinks other than water while wearing them.

Q: 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/or elastics to maintain your treatment progress, or your retainers to maintain a treatment result.

Please wash your hands thoroughly with soap and water before and after removing or replacing aligners, retainers or elastics. These items can also be washed or cleaned in a diluted soap and water solution with an old toothbrush.

After cleaning the appliance, rinse thoroughly in cold water to minimise the soapy taste!

Q: I lost or broke my retainer or aligner. What should I do?

In this case, please call on 03 9801 4222 or email us on dm@knoxortho.com.au for advice. We will continue to work closely with our labs under these restrictions and will endeavour to get a replacement retainer to you as quickly as possible.

Q: I have a poking wire or other irritation that is bothering me, what do I do?

Call us on 03 9801 4222 or email dm@knoxortho.com.au and we will instruct you on the best resolution to the problem. We will try to help you with an easy fix from home.

In the event of an emergency involving severe pain or discomfort, we will arrange for you to come into the practice.

We also have instructional videos available on our [YouTube](#) channel to provide resolution for simple issues.