

Norwest Orthodontics COVID-19 Closure FAQ

To our Norwest Orthodontics family,

We have been closely monitoring the development of the COVID-19 pandemic. The Dental Council, ADA, ASO and AHPCC have directed all specialist orthodontic practices nationwide to temporarily close to assist the effort to contain the spread of COVID-19. This is effective immediately. We are only permitted to see limited and particular genuine emergency cases in the interim until we are allowed to re-open and resume normal operations.

The health, safety and wellbeing of our patients, staff and community is our priority. As a result we support the efforts of the community and authorities to control and eliminate the viral pandemic and will comply with all directives. We will continue to update our website and social media to keep you all informed. In the meantime, below is some helpful information for any queries you may have.

General enquires

Please note during this mandated temporary closure away and we are only working with a skeleton team. Please leave us a voicemail message on 9672 6113 or email us on info@norwestortho.com.au. We really appreciate your patience and understanding during this difficult time.

Why do we need to close and how long do we expect this closure to last?

To slow the spread of the COVID-19 pandemic, it is the recommendation of the Dental Council, ADA, ASO and AHPCC that all specialist orthodontic practices nationwide temporarily close for all routine treatment except patients with specific and limited orthodontic emergencies. We are in contact with our regulatory bodies frequently to get updates regarding the COVID-19 situation. We will share any information via our social media (Instagram and Facebook). Once we have news that we can reopen, we will be in contact with our patients to advise this and rebook your appointment.

Orthodontic Emergencies

In case of an orthodontic emergency please call 9672 6113 and leave a message as soon as the emergency occurs regardless of the time of day or night. Our answering service will be checked periodically. A staff member will be in contact with you at the earliest possible opportunity to advise what course of action should be taken. If needed we may request an email with a clear photo. Please ensure you leave details of your name, the patient's full name, a contact number and nature of the emergency. Please understand as high risk.

Please understand that we are extremely limited in what emergency procedures we are allowed to perform and the guidelines, for good reason, are strict. These dictate what we can and cannot perform during the nationwide temporary practice closure and some procedures may not be permitted.

In case of a more urgent situation e.g. trauma please present to your local hospital emergency department.

Please see the orthodontics emergency chart on our website and social media for further information.

Important Note

For the safety of the public and our staff, we will be unable to see anyone who is infected with Coronavirus or has been in contact with someone infected with Coronavirus in our surgery until they are recovered or have undergone a 14 day quarantine period.

Patients currently wearing braces or an appliance

Please stop wearing elastics but continue wearing of Orthodontic plates as directed. If you have an appliance you were instructed to activate, please stop doing so. We will continue your treatment immediately when we reopen.

Patients undergoing treatment with clear aligners

If you are undergoing treatment with clear removable aligners, please continue wearing and progressing through your aligners as instructed by your clinician at your last appointment. If you have no further aligners to move on to, please continue wearing your current aligner full time to retain the results we have achieved so far. Once our office has reopened, we will contact you to organise your next appointment and issue further aligners to you.

Please be very careful with your aligners during this closure period by removing and seating them correctly, not drinking any coloured/warm liquids or eating with the aligners in place and keeping them safe in their case at any time they are not in your mouth.

If you do need to clean your aligner, please handle them carefully and clean with COLD water only and a soft tooth brush.

If you do lose or break an aligner, please contact our practice on 9672 6113 and leave a message so our staff can contact you and advise what you should do.

Maintaining your Oral Hygiene

We encourage you to maintain excellent oral hygiene during this time by following these steps:

- Cleaning your teeth 3 times a day and brushing for at least 3 mins.
- Please ensure you are using a soft bristled small headed tooth brush and use a toothpaste containing fluoride. Please use floss or small Pikster brushes once daily – all of this was provided in the hygiene kit issued to you.
- Limit sugary foods and drinks

Breakages

Over this period, it is EXTREMELY important to look after your braces and appliances. Whilst we will endeavor to see emergency appointments, our ability to do so is limited. To help minimise breakages over this time here is a reminder of what to avoid:

- Hard foods – popcorn, corn chips, nuts, pork crackling, crusty breads, hard biscuits, hard lollies, biting in to apples and carrots
- Sticky foods – lollies such as redskins and fantails, caramels, roll ups, chewy museli bars, minties, chewing gum
- Crunching on ice, chewing pens

Routine review appointments

We have many patients who are wearing retainers, monitoring loss of baby teeth etc. and our team will organize for all these appointments to be moved into the future.

Patients who are ready to have their braces removed

Whilst we understand having your braces removed is very exciting for our patients, these procedures cannot be carried out at this time as per the regulatory bodies. Please ensure optimal oral hygiene until we can remove them. Once we are permitted, we will remove them at the earliest available opportunity.

What if my retainer is broken or lost?

Please call us if you have a retainer issue. We will manage each patient individually and provide the right advice.

New patient bookings

If you are a new patient and wish to book an initial consultation, please contact the surgery on 9672 6113 and leave us a voicemail or alternatively submit an online enquiry or email us on info@norwestortho.com.au.

We really appreciate your patience during this difficult time. We must stress that we would love to see our amazing patients as soon as we can. We will be getting back to you as quickly as possible, however, please be aware there may be a delay in our response.

We encourage you to stay home and safe. We look forward to seeing you all as soon

For future updates please stay connected with us through our;

Website: <https://www.norwestortho.com.au> (click here)

Instagram: <https://www.instagram.com/norwestortho> (click here)

Facebook: <https://www.facebook.com/NorwestOrthodontics> (click here)

From Dr Shimanto and the team at Norwest Orthodontics