

General advice and arrangements for orthodontic patients of "A.N. Other Practice" during COVID19 - Patients with retainers

Dear Patient/Parent

Further to the text you will have received this morning due to COVID19 the practice is now closed.

I am following the advice of the Trustees of the British Orthodontic Society who consider that at the present time the risk to health of patients and the whole orthodontic team when carrying out routine orthodontic treatment is great and therefore all orthodontic units and practices should be closed to all patients unless they require emergency help with their orthodontic appliance(s).

For patients who are in orthodontic retention following treatment

If you have issues with your retainers I will try to replace them.

Unfortunately my technician has stopped working but I have some limited facilities at the practice. If your models I took at the end of your treatment are in good condition (sometimes they are broken during the preparation of the original retainers) I can make a replacement set at the practice. The thermoplastic machine I have at the practice is not as sophisticated as my technician's but will make an acceptable retainer that will be usable at this time.

If the models are broken unfortunately the advice at the present time is not to take impressions of patients mouths.

If you have an issue with your retainers therefore:

1. Contact me on [practice email address](#)
2. Describe the problem and if possible take a photo and send it to me (the photo doesn't need to be too close as I can zoom in on my computer but it does need to be clear)
3. Please give consent to me discussing your or your child's care via email by a brief statement such as *"I give consent for discussion of my (Childs) orthodontic treatment to be discussed via email/WhatsApp/Zoom or other type of electronic communication"*
4. I will then try to return your email as soon as I am available to discuss the options to manage the problem.
5. I will then source your models at the practice to determine if they are in good repair. If they are I will make a new retainer or set of retainers.
6. I will then post them to your address or arrange a place to leave them at the practice for you to collect them.
7. Once they are made I cannot take responsibility for them and a replacement charge of £ will be liable

Please feel free to email me with any questions and concerns during this uncertain time and I will endeavour to reply as soon as I am able.

General advice and arrangements for orthodontic patients of "A.N. Other Practice" during COVID19 - Patients under Long-Term Review

Dear Patient/Parent

Further to the text you will have received this morning due to COVID19 the practice is now closed.

I am following the advice of the Trustees of the British Orthodontic Society who consider that at the present time the risk to health of patients and the whole orthodontic team when carrying out routine orthodontic treatment is great and therefore all orthodontic units and practices should be closed to all patients unless they require emergency help with their orthodontic appliance(s).

For patients who are under long-term orthodontic review I am intending to review your progress by Zoom video link.

1. I will send you an email with an appointment time in the near future
2. You must reply to that email to consent and confirm that you are happy to conduct a video call
3. I will send you a Zoom request for the consultation (these meetings will typically last up to 10 minutes) No software or set-up is required by you.

Please feel free to email me with any questions and concerns during this uncertain time and I will endeavour to reply as soon as I am able.

General advice and arrangements for orthodontic patients of "A.N. Other Practice" during COVID19 - Patients with Removable Appliances

Dear Patient/Parent

Further to the text you will have received this morning due to COVID19 the practice is now closed.

I am following the advice of the Trustees of the British Orthodontic Society who consider that at the present time the risk to health of patients and the whole orthodontic team when carrying out routine orthodontic treatment is great and therefore all orthodontic units and practices should be closed to all patients unless they require emergency help with their orthodontic appliance(s).

For patients who are in active treatment who do not have any emergency I am intending to review your treatment progress by Zoom video link.

1. I will send you an email with an appointment time in the near future
2. You must reply to that email to consent and confirm that you are happy to conduct a video call
3. I will send you a Zoom request for the consultation (these meetings will typically last up to 10 minutes) No software or set-up is required by you.

Patients requiring emergency attention will be managed by the following protocol:

1. The patient must contact me on [practice email address](#)
2. Describe the problem and if possible take a photo and send it to me (the photo doesn't need to be too close as I can zoom in on my computer but it does need to be clear)
3. Please give consent to me discussing your or your child's care via email by a brief statement such as *"I give consent for discussion of my (Childs) orthodontic treatment to be discussed via email/WhatsApp/Zoom or other type of electronic communication"*
4. I will then try to return your email as soon as I am available to discuss the options to manage the problem.
5. I am using Zoom to videoconference patients at the moment and I will send you a video link for the agreed time. No software or set-up is required by you.
6. Where possible I will try to provide you with home advice to manage the problem.

At the present time it is uncertain whether the practice will be allowed to open to manage its own emergencies or whether patients will have to travel to an emergency orthodontic centre. I am waiting for guidance from the government and NHS England/Northern Ireland/Scotland/Wales on this and will of course keep you posted.

Please feel free to email me with any questions and concerns during this uncertain time and I will endeavour to reply as soon as I am able.

General advice and arrangements for orthodontic patients of "A.N. Other Practice" during the COVID19 pandemic - Patients with Fixed Appliances

Dear Patient/Parent (in active treatment)

Further to the text you will have received this morning due to COVID19 the practice is now closed.

I am following the advice of the Trustees of the British Orthodontic Society who consider that at the present time the risk to health of patients and the whole orthodontic team when carrying out routine orthodontic treatment is great and therefore all orthodontic units and practices should be closed to all patients unless they require emergency help with their orthodontic appliance(s).

For patients who are in active treatment who do not have any emergency I am intending to review your treatment progress by Zoom video link.

1. I will send you an email with an appointment time in the near future
2. You must reply to that email to consent and confirm that you are happy to conduct a video call
3. I will send you a Zoom request for the consultation (these meetings will typically last up to 10 minutes) No software or set-up is required by you.

Patients requiring emergency attention will be managed by the following protocol:

1. The patient must contact me on [practice email address](#)
2. Describe the problem and if possible take a photo and send it to me (the photo doesn't need to be too close as I can zoom in on my computer but it does need to be clear)
3. Please give consent to me discussing your or your child's care via email by a brief statement such as *"I give consent for discussion of my (Childs) orthodontic treatment to be discussed via email/WhatsApp/Zoom or other type of electronic communication"*
4. I will then try to return your email as soon as I am available to discuss the options to manage the problem.
5. I am using Zoom to videoconference patients at the moment and I will send you a video link for the agreed time. No software or set-up is required by you.
6. Where possible I will try to provide you with home advice to manage the problem.

At the present time it is uncertain whether the practice will be allowed to open to manage its own emergencies or whether patients will have to travel to an emergency orthodontic centre. I am waiting for guidance from the government and NHS England/Northern Ireland/Scotland/Wales on this and will of course keep you posted.

Please feel free to email me with any questions and concerns during this uncertain time and I will endeavour to reply as soon as I am able.

Initial email sent to the patients for setting up a video consultation

Dear Patient,

I am hoping to setup a consultation with you to review your brace and advise you how to proceed over the next few months.

I will send you a request by (google forms) asking you to preference and confirm a time slot for your appointment.

I will send instructions of how to take photos/video of your mouth, and instructions on video conferencing.

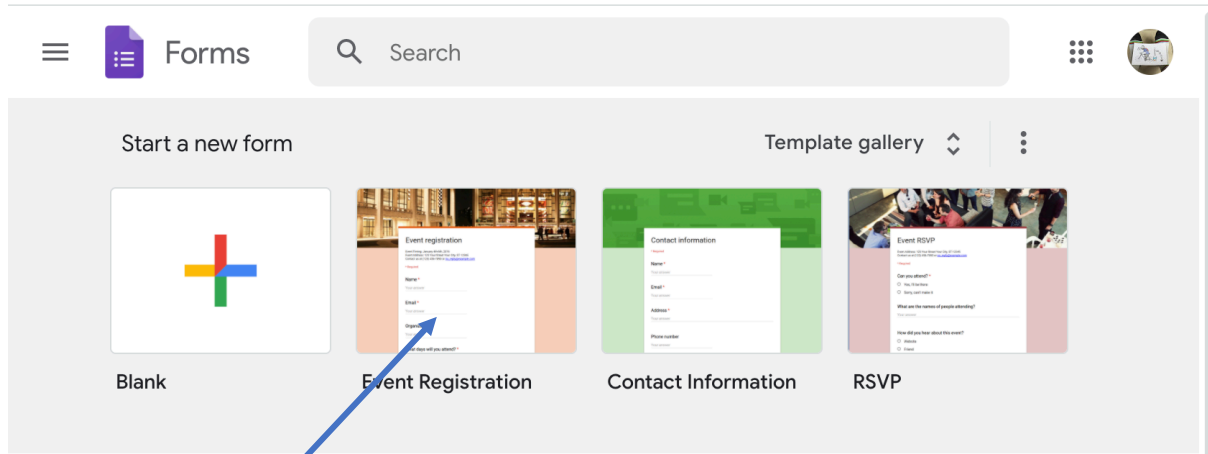
I will video call you at the agreed time, and we can work through any issues and discuss future progress.

Yours sincerely,

Orthodontist

How to prepare a Google Form

<https://docs.google.com/forms/u/0/>



Choose Event Registration and edit each box deleting the boxes that are not relevant

Below is a sample form design:

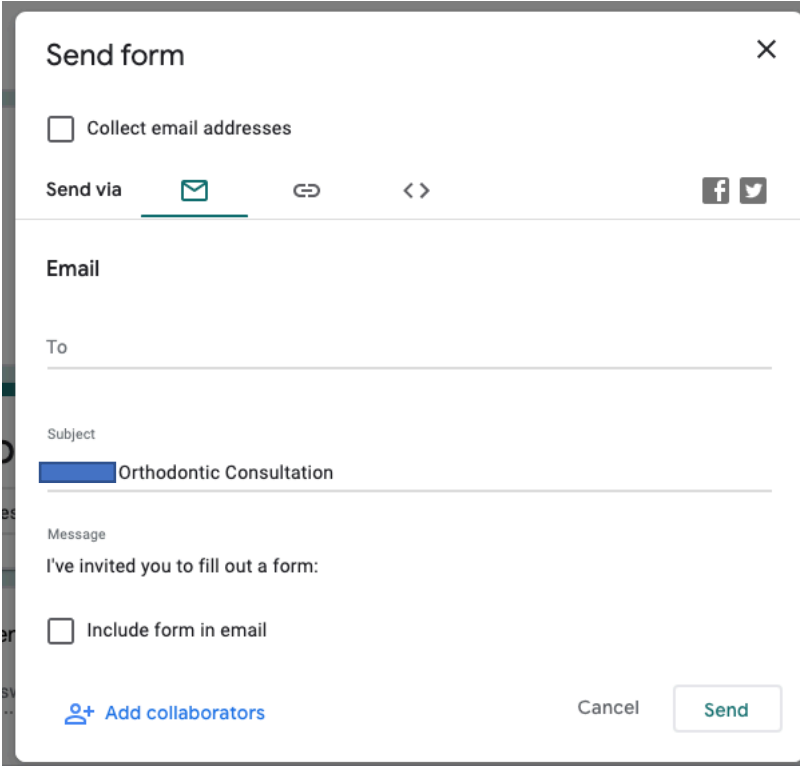
The image shows a sample Google Form design for an 'Orthodontic Consultation'. The form has a header image of a dental office. Below the header, there is a title 'Orthodontic Consultation' and a field for 'Any issues email - joe@thedentalrooms.com'. The next section is a 'Please enter full name' field with a red asterisk, labeled 'Short answer text'. The final section is a 'Please select all of the appointments that would be suitable for you and I will email you back with a specific time within that block and a video meeting request.' field with a red asterisk. It contains a list of appointment times with checkboxes: Monday 30th March 2.30pm - 5.30pm, Tuesday 31st March 2.30pm - 4.30pm, Wednesday 1st April 2.30pm - 4.30pm, Tuesday 7th April 2.30pm - 4.30pm, Wednesday 8th April 2.30pm - 4.30pm, Thursday 9th April 2.30pm - 5.30pm, I do not need a Video Consultation at the moment and will contact you when I do, and I have a specific problem and will email you directly at joe@thedentalrooms.com.

How to send a Google Form to your patients

Once you have prepared your form if you press send you will be given options as below. You can add as many email addresses as you wish in the "Email To section" (just a space is needed between them, no comma needed).

So you can email it to all patients for whom a video consultation is appropriate

Do not tick the include form in email



The screenshot shows the "Send form" dialog box with the following elements:

- Send form** (title bar with a close button 'X')
- Collect email addresses
- Send via** section with icons for Email (selected), Link, and Code, plus social media icons for Facebook and Twitter.
- Email** section:
 - To:** A text input field.
 - Subject:** A text input field containing "Orthodontic Consultation".
 - Message:** A text area containing "I've invited you to fill out a form:".
- Include form in email
- [+ Add collaborators](#) (bottom left)
- Cancel (bottom center)
- Send (bottom right)

Press Send and all your patients will receive an email

How to review your patients Google Form responses

In Google Forms if you press the responses tab you will see the form below. You can have a summary of the responses or see individual ones.

You can then make individual appointments for patients.

It is advisable to offer patients a session slot rather than an individual slot (10-15 mins) so that you can structure the session, rather than having to re-email patients who have chosen the same time slot

16 responses

Accepting responses

Summary Question **Individual**

< 1 of 16 >

Responses cannot be edited

[Redacted] - Orthodontic Consultation

Any issues email - **[Redacted]**

* Required

Please enter full name *

[Redacted]

Please select all of the appointments that would be suitable for you and I will email you back with a specific time within that block and a video meeting request. *

- Monday 30th March 2.30pm - 5.30pm
- Tuesday 31st March 2.30pm - 4.30pm
- Wednesday 1st April 2.30pm - 4.30pm
- Tuesday 7th April 2.30pm - 4.30pm
- Wednesday 8th April 2.30pm - 4.30pm
- Thursday 9th April 2.30pm - 5.30pm
- I do not need a Video Consultation at the moment and will contact you when I do
- I have a specific problem and will email you directly at joe@thedentalrooms.com

Second email sent to the patients for confirming a video consultation

Dear Patient,

I am confirming your video consultation on **Tuesday 31st March at 14:45**

I think the most effective way of me doing this is for you to take pictures or a video of your brace and send it to me beforehand, so I have some up to date information.

To capture the images.

<https://www.bos.org.uk/News-and-Events/COVID19-BOS-Advice/Patients-Advice/Virtual-consultations-for-emergency-triage-and-advice>

Please send them to me and include:

- Your photos or video
- A statement confirming that you consent to conducting your consultation in this manner *"I give consent for discussion of my (childs) orthodontic treatment to be discussed via email/WhatsApp/Zoom or other type of electronic communication"*
- A mobile number ,that I can use if there are computer issues

I will send a video call invitation at the agreed time which you simply click, and we can work through any issues that you have, and discuss future management.

On receiving the Zoom link you should:

- Click on the link - it will ask you to download zoom - do so, if you don't have it
- Allow it to run on your computer
- It will ask you to enter a name to use (your name)
- Then click "join meeting"
- Click agree to the terms of service
- Then you should be in the meeting
- Join with computer audio
- If you have a video webcam join this also - if you don't, we will just use audio and I will try to manage with the photos that you sent to me.

To end the session click the button on the bottom right corner "Leave Meeting"

Yours sincerely,

Orthodontist