

# 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

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**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.

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**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.