

COVID-19 CORONA VIRUS

Crescent Orthodontics Arrangements

At the time of writing, the public health guidance we have all been given is to keep children off school and self-isolate as much as possible.

In line with this public guidance, we have taken the decision to close **Crescent Orthodontics (except for absolute emergencies) until further notice**. We aim to open again as soon as possible based on the public health advice we receive. This will be reviewed on a daily basis.

We understand this can be a worrying time for us all. So, with this in mind, we have prepared this Q&A sheet to answer some common questions which may arise.

Common Questions:

- **Why has the Practice closed?**

This is done in line with national and local government guidelines. The Practice has reduced patient contact as we feel this is how best we can protect the staff and public during this challenging time. Also, it is possible our clinicians may be redeployed to other areas of the NHS to assist the fight against the virus and we want to be available to help.

- **Will you be open for emergencies?**

Yes - We will be open for emergencies between the hours of 10:00 and 14:00 during our normal working days (Monday-Friday).

If you have a problem with your retainer or part of your brace is causing pain or is an inhalation risk, then contact us in the usual way. We can be contacted by phone throughout our normal working hours on **01706 645125**.

Please note that a broken bracket is not an emergency and if this is not causing pain can wait until the Practice re-opens.

If you have had symptoms of the virus such as cough and/or fever and have a dental emergency, then please self-isolate and contact NHS 111 for advice.

- **Is the Practice dangerous?**

No - We have very high standards of cross infection control. The decision has been taken to conform with the social isolation advice given by the government and public health advisors.

- **How do I contact you?**

If you have an emergency, you can contact us on our usual Practice number **01706 645125**. We will be available by phone during our normal working hours. Please only call us if you have an emergency.

- **What is a brace/retainer emergency?**

If part of the brace is causing pain, or you are worried you may swallow or breathe it in, then please contact the Practice. Another example of an emergency would be a lost or broken retainer which no longer fits.

If you are not sure, you can call us for advice. If the brace is sharp then orthodontic wax can be used or the wax covering of a Baby-Bel or Edam cheese can make a good alternative.

A broken/loose bracket which is still attached to the wire is not an emergency and can wait.

PLEASE SEE THE ORTHODONTIC EMERGENCY ADVICE SHEET PROVIDED WITHIN THIS DOCUMENT

- **I've got a loose bracket, should I call you?**

No - this is not an emergency unless it is causing pain.

- **When will you open again?**

We don't know. We will contact you as soon as possible when we have this information available.

- **My appointment has been cancelled. When will I be seen?**

We will be contacting patients with existing appointments to inform them of the cancellation.

Unfortunately, we cannot make another appointment at this stage. We will contact you as soon as we know the date, we can re-open. We will work hard to see everyone asap so we thank you for your understanding in this matter.

- **The new appointment I've been given isn't convenient, what should I do?**

You can contact us to rearrange it.

- **Will this affect my brace treatment?**

The main effect of suspending treatment may result in lengthening of your brace treatment but the final result is likely to be the same. In the vast majority of cases however the brace will continue to work nicely and undertake the beneficial treatment we are aiming for.

Most appliances are safe and stable to leave for many months if a good standard of toothbrushing is well maintained.

- **What about the elastics I'm wearing?**

You should continue to wear your elastics until the date of your original appointment. On this date wear the elastics at night only. This puts the treatment in a holding phase.

If you have been told by the clinician to monitor the front bite and you notice it getting worse, then contact the practice for advice.

- **My brace is removable. Should I still wear it?**

Yes - You should continue wearing your removable brace as instructed.

- **I've been told to turn the key of my removable brace. Should I still do this?**

Yes - You should continue to do this, but stop the turns on the date of your original appointment and continue to wear the brace.

- **Should I wear my retainers?**

Yes - Keep wearing your retainers as you have been advised.

- **I've broken / lost my retainer what should I do?**

You should call the Practice for advice.

- **I was due to be seen for a first/New appointment. Will I have to wait long?**

No - Your appointment will be rearranged and prioritised to be seen ASAP.

- **I've had symptoms of the virus and am having brace/retainer problems. What should I do?**

Do not come to the Practice. Self-isolate and if symptoms worsen call NHS 111

- **I've had teeth out but no brace fitted. What should I do?**

Do not worry. There is usually no problem with the delay. If you very concerned then contact the practice for advice.

- **I'm due to have teeth out at my dentist, should I still go?**

You should take your dentist's advice. It may be best to wait to have your teeth out once you have a new appointment to fit your brace.

- **My dentist won't take my teeth out like you asked. What should I do?**

You should take your dentist's advice. We can rearrange appointments to fit around this.

- **I was due to have my brace off. Do I have to wait?**

Yes - We know this is very disappointing, but we feel this is in the best health interests of staff, patients and public. If you have special concerns, please contact the Practice.

- **I've finished self-isolation. Can I come in?**

No – Your routine appointments will be cancelled. You should contact the Practice only if you have an emergency.

- **When will this all end?**

We don't know, but we will be acting on expert advice as it becomes available and will contact our patients accordingly.

We appreciate that this is frustrating for everyone, but we are acting in good faith for the protection of us all. We are all in this together, so we ask that you continue to be patient, polite and respectful to us during this difficult time.

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