

March 18, 2020

Dear orthodontic family and friends,

I am writing to let you know that I believe it is in your best interest to postpone non-emergency orthodontic appointments. The ADA is recommending that dentists nationwide postpone elective procedures in response to the spread of the coronavirus, COVID-19. Following these guidelines, we expect to be closed for two weeks starting on March 19th until April 7th. If you do have an emergency (something causing pain or bleeding), you have a critical appointment, or you need to pick up more aligners, please call us immediately.

The dental profession is highly regulated when it comes to cross infection, and we iSmile Orthodontics are outstanding in that respect. However, orthodontists and dental nurses are vulnerable to this particular virus, as we are exposed to a high quantity of aerosol and saliva particles.

Due to the high transmission rates of COVID-19 and the absolute need to “flatten the curve”, the responsible thing to do is to limit the possible exposure to everyone. Moreover, delaying orthodontic visits for a few weeks or so is unlikely to cause any significant harm if you are brushing your teeth regularly and following the instructions summarized below. These instructions are for those under treatment using fixed braces, removable braces, Invisalign or retainers:

- Excellent oral hygiene is essential.
- Avoid consuming sweetened beverages or foods.
- Minimize consuming crunchy/sticky foods with braces.
- Follow the instructions that I already provided in your last visit, such as the wear of elastics, brushing your teeth, using aligners, etc.
- For those wearing Invisalign or clear aligners, we ask that you slow the rate that you are changing your aligners to 2 weeks during this time. It may become necessary to hold at your last stage, so please handle your aligners gently. If you need to pick up more aligners, please call us and we will coordinate that.
- If you are using Invisalign or clear aligners, avoid removing them in public or placing them where saliva will touch communal surfaces. If an attachment comes off, please continue wearing your aligners and progress as usual. We will address the lost attachment at your next appointment.
- For those who have finished their treatment and are wearing retainers, follow the instructions already provided in your last visit regarding the wear times of your retainers.
- If you still want to do a consult and an orthodontic exam, at this time, we are offering virtual exam. If you would like to schedule a virtual exam, call or message us at 425-800-5566 and we will send you the information on how to get the virtual exams done. Most of your questions will be answered in the virtual exam and you will be able to get a general idea of what needs to be done or if you are a good candidate for orthodontic treatment. We will be able to either use Zoom for Facetime for our virtual consults.
- If you have an orthodontic emergency (something is causing pain or bleeding), there are some things that you can do to manage some of these emergencies yourself, but if you have an emergency that requires my intervention, then call us or send us an email along with a picture. Hold your lips apart and ask someone to take a picture of the region of concern. We will contact you.

In the meantime, my advice is to avoid or minimize visits until the virus spread slows down. If you have any questions or if you have an emergency, please do let me know. My team and I look forward to seeing you in the near future!

Best wishes,
iSmile Orthodontic Team