

10 FAQ's about *Treatment* during this time of Uncertainty

1. How can I reach you?

Even though our main clinic is closed we are still available by phone. Currently our hours are 9:00 AM - 5:00 PM, Monday through Friday, but this may change during the month of April. We are seeing emergency patients by appointment only in our Sumner location.

2. I'm having an orthodontic emergency. What should I do?

Please call us at (253) 939-2552. If it is after hours the phone message will instruct you on how to get a hold of our clinician covering emergencies.

3. I had an appointment scheduled before May 18th. What do I do now?

If you had an appointment scheduled anytime between March 18th and May 15th, it will be rescheduled to a future date. We are awaiting more clarity from the Governor's office since the reopening date could move up or back depending on our state's progress in the fight against the coronavirus. Once a firm date is set, we will begin rescheduling appointments. Please don't call now, as we are unable to reschedule any appointments at this time.

4. Why did Governor Inslee mandate that all orthodontic offices close?

The Governor wants to protect the supply chain of 'personal protective equipment' (PPE). This includes masks and gloves. By closing dental and specialty offices, fewer PPE will be used in the dental field which will allow them to be diverted to the hospitals where they are needed most. Secondary to this, his order also supports social distancing.

5. The Governor has asked everyone to 'Stay Home'. Can I still come in for an emergency appointment?

Yes, you can still come in for your emergency appointment. Governor Inslee's 'Stay Home, Stay Healthy' order allows for patients to travel outside their home for emergency dental and orthodontic appointments.

6. Will this slow my treatment down?

The short answer is 'yes'. This mandated closure has the potential of adding 2-3 months to everyone's total treatment time. Upon our return we will do everything we can to expedite your treatment while still providing the quality results our reputation is built on.

7. I was scheduled to have my braces removed. Can I get them off while you're closed?

It pains us to say that 'no' you cannot have your braces removed during the closure since it does not qualify as an emergency procedure.

8. I have run out of rubber bands. Can I get more?

Yes, we have plenty of rubber bands. You can pick them up between 9:00 AM and 5:00 PM in our Sumner location. Please call ahead to ensure we have someone available to meet you when you arrive. If you don't live close to our Sumner office we will be happy to mail them to you.

9. I am wearing Invisalign. Should I stop wearing my aligner trays?

No, you should continue to wear your Invisalign trays. Even if you had an appointment scheduled before May 18th, please continue to change your aligner trays as instructed by your doctor. Once you reach your final tray please wear it for 2 weeks and then at nighttime only until your next appointment. If you need any clarification on how to proceed with wearing your aligner trays, please call us.

10. How can I minimize my exposure to the coronavirus while staying compliant with my orthodontic treatment?

In accordance with the CDC recommendations, please wash or sanitize your hands before placing them in your mouth. For example, please carry a small bottle of hand sanitizer with you, or wash your hands, to ensure your hands are clean before placing or removing your rubber bands or Invisalign trays.