

Dear Patients and Families,

URGENT MESSAGE FOR PATIENTS

Due to the COVID-19 pandemic, the Alberta Dental Association has declared a mandatory suspension of all non-emergency dental treatment and services, including orthodontics, **effective immediately**. All dentists are not allowed to see non-emergency patients at this time and we are offering to reschedule your appointments to a future date. If you didn't receive a phone call from our office to reschedule, please feel free to email us.

We sincerely have our patients's interest as our top priority and want to assure all our patients that Dr. Chen and Marda Loop Braces will be resuming back to normal as soon as we can and are committed to completing everyone's treatment as planned. We thank you for your understanding and cooperation at this time.

GUIDANCE FROM DR. ANDREW CHEN to OUR DEAR PATIENTS and FAMILIES:

The following are some additional information for our current and future patients, please review the section that is most applicable to you.

INVISALIGN (Current or New) Patients

At this time, Invisalign patients who have their trays with them at home can continue to switch their trays at their regular schedule (i.e. every 5, 7, 10, 14 days) based on Dr. Chen's last instruction.

- Please do your best to calculate if the number of trays you have left can last 3 months or more (Beginning of June).
- If you are short in #, you can extend the wear-time of each tray from 14 days up to 1 month each. The tray material is robust enough to last that time period very easily
- We are offering **Dental Monitoring (DM) technology** as an option for those patients who want the advantage of having Dr. Chen give more precise and more timely decisions regarding your Invisalign tray sequence in between visits or in the event the Alberta office closures extend indefinitely. This advanced technology works with your smartphone pictures of your teeth to alert Dr. Chen if you are veering off Dr. Chen's custom plan or if things are approved to switch into your next tray. For some Invisalign patients, this feature has saved them an extra 20% in shorter treatment times but more importantly, it allows for social distancing without you losing your treatment progress. DM plans start as low as \$24.99 per month and we are ok with taking a loss on this service, plus we will waive the normal set up fee, and offer a 14 day free trial if you sign up within the next 3 weeks. Email us at info@mlbraces.com if you would like to sign up or receive more information for Dental Monitoring by Dr. Chen.
- For those patients in treatment already OR new patients just getting started, and are expecting to receive new trays, Dr. Chen will customize his designs as best as he can to allow for pick up and delivery of your trays to progress your treatment without a physical visit. We will contact you when these are ready for pickup.
- When to email us: If you have run out your trays, continue to wear the most recent backup tray and contact us. If you have broken or lost your last tray, please let us know your tray number and if it's an upper or lower tray. We will do our best to contact the manufacturer to get a replacement and arrange for you to pick up outside our office door.

BRACES Patients:

Please continue to diligently brush your teeth/gums and braces. Your braces are still working. We will see you at our next soonest possible time. If your wire is poking you or causing you discomfort, you can clip the wire with nail clippers or use wax. If you have run out of wax, you may purchase these in any drugstore/pharmacy store. We can arrange for you to pick up wax or additional elastics outside our office door if you let us know a day beforehand.

- If you are unsure as to how to clip the wire of your braces, we have provided a video for your reference: <https://www.youtube.com/watch?v=rtf0cmXvPRO>. You can browse our channel for more instructional videos.
- If you are currently wearing elastics, please switch them to night time wear as a default. You can take a picture of the elastics to get permission for full time wear from Dr. Chen by emailing info@mlbraces.com

PHASE 1 Early Treatment (with) Expanders Patients:

If you have Phase 1 braces, please refer to the above section “Braces” and also to the “Other Appliances” section below.

CARRIERE APPLIANCES: Force 1 or Force 2 elastics and Other Appliances such as EXPANDERS / FACEMASKS:

In the interim, you may send photos to Dr. Chen of your Carriere or Other Appliance to assess your progress. Please email us if you have run out of rubber bands of your Carriere/Facemask appliances as we can arrange for you to pick them up outside our office. Dr. Chen will be reviewing all email submissions for appliances and he will let you know if setting up a Zoom video conference as necessary.

RETAINERS CHECKUPS:

Retainer checks can be postponed until approximately September or later.

RETAINER DELIVERIES:

If you have clear or Vivera retainers that were ordered, when they arrive, our office staff will email or call you to pick up outside our door.

NEW CONSULTATIONS:

We are offering virtual consultations for new consults. Dr. Chen and the treatment coordinator will do a video conference to assess your questions.

GROWTH AND GUIDANCE (In Between Phases Patients):

Your appointment can be delayed until more regular hours have returned. Our receptionist will reach out to help reschedule for you.

PAYMENTS

Please understand that if you have already started your treatment and/or have paid a deposit for your treatment, we are committed to providing and completing your service to you once the office resumes.

Thank you for your patience and time. We wish you and your family members good health.