

Caring for our Pure Orthodontics community

As a result of the Coronavirus pandemic, Level 3 restrictions have been put in place by the relevant health authorities and the Australian Government. This has impacted on our ability to continue orthodontic care as normal. For a couple of weeks now, we've had to defer all face-to-face appointments, except for emergencies in order to protect you, our staff and the community.

We understand that many of you have questions about how we can ensure your safety at this time and how these changes may impact on your or your child's orthodontic treatment.

What we are doing.....

-Closely monitoring the situation and taking appropriate action. We're adhering to the strict guidelines put in place by both the Australian Government and the ADA to ensure your health and safety.

-Supporting our staff and patients as much as we can under these restrictions. Our reception and clinical team are here during our normal business hours to take your phone calls and reply to your emails as we understand you may have a few questions and concerns. It's our priority to keep our staff employed, not only for their own well-being, but so that they are here to assist you if needed.

-Staying open to manage emergencies. We will remain open for emergencies and will do everything we can within the boundaries allowable to make our patients comfortable again.

-Offering Virtual appointments. Our Doctors believe they have a duty of care to monitor the health and progress of their patient's teeth the best they can during this difficult time. We are offering virtual appointments via telehealth for our patients who have upcoming appointments who wish to communicate with their Doctor, where possible.

What you can do.....

-Practice excellent oral hygiene. It's important to continue brushing 2-3 times daily along with regular flossing to keep plaque levels low. This will minimise the risk of gum problems, tooth decay and decalcification marks.

-Follow our recommended dietary guide. It's always important to avoid hard/sticky foods in order to avoid breakages. At the moment it's more important than ever as we cannot glue braces back on under the current restrictions.

-Wait for us to contact you. We understand this is a difficult and confusing time for everyone. We would greatly appreciate your patience at this time as we work our way through our daily schedule to contact each and every one of you before your scheduled appointment. Our friendly staff will be in contact with you anywhere from a day to a week before your appointment. Of course, if you or a family member require urgent care, please do not hesitate to contact us at your earliest convenience.

-Stay informed. Please check our website and social media for any updates.

We appreciate your patience during this difficult time. The Pure Orthodontics team look forward to a state of normality and look forward to seeing your smiling faces in our practice soon! Stay safe!