

Frequently Asked Questions

What is a true dental emergency?

Defined by the College of Dental Surgeons of BC, emergency dental care is defined as potentially life-threatening conditions requiring immediate management or treatment to stop ongoing tissue bleeding, alleviate severe pain or infection and include:

- Cellulitis as a result of an uncontrolled infection compromising the airway
- Severe uncontrolled hemorrhage (bleeding)
- Trauma to the orofacial complex especially to facial bones that potentially compromise the patient's airway
- Uncontrolled severe pain
- Uncontrolled infection

Are we seeing emergencies?

Most emergencies will be managed over the phone. We are only seeing patients that meet the definition of a true dental emergency at this time.

Info on COVID-19.

Please use this link for to connect to a self-assessment tool:

<https://bc.thrive.health/>

If you are indeed symptomatic, please dial 8-1-1 for further guidance.

What happens if my appointment is rescheduled and I miss my regular appointment during your temporary closure?

In general, there is no detrimental effect to being in braces or aligners if an appointment was rescheduled or missed. Once the active movements have been completed (soreness), the teeth will remain in their current position until your next adjustment. We do ask; however, that you take extra care of your oral hygiene (ie. Flossing with floss threaders, brushing 2x a day). Please make every effort to avoid hard, sticky foods.

Note: floss threaders are available at most drug stores. Water flossers are a great tool to help clean around the wires and brackets; although it does not fully replace flossing.

What happens if a bracket comes loose? Do I need to come in? Will my tooth move?

No, you do not need to come in at this time. This is not considered a true dental emergency.

- a) If the bracket is the last bracket at the back of the mouth, you can try to trim the arch wire with nail clippers.
- b) If the bracket is loose between 2 teeth, it can be left as is. If the elastic holding the loose bracket breaks, the bracket will come off. Please keep the bracket in a small Ziploc bag to bring to your next appointment.

The tooth with the loose bracket may move and this may delay your overall treatment time. Unfortunately, during these extraordinary circumstances, we are unable to repair the loose brackets until the office opens again. Please make every effort to avoid hard, sticky foods.

What if my elastic color tie or chain comes loose or breaks? Do I need to come in? Will my tooth move?

No, you do not need to come in at this time. This is not considered a true dental emergency. It is possible that the tooth may move and this may delay your overall treatment time. Unfortunately, during these extraordinary circumstances, we will be unable to repair broken ties or chains.

What do I do if I am in Invisalign Treatment?

If you are on your last aligner tray, please stay in this aligner and wear fulltime until our office contacts you. On a case-by-case basis, we may virtually check your progress by asking you to take photos of your teeth with and without the last aligners (instructions below) and email them to the corresponding offices (below). Our doctors will review the photos and if treatment is progressing well, we will have you come by the office to pick up your next series of aligners.

If an attachment breaks or a metal hook/button comes loose, we may need pictures to determine if you should continue with your aligners, or simply stay in the current aligner. Unfortunately, during these extraordinary circumstances, we will be unable to repair the attachment or metal hooks at this time.

What if I am turning my expander (RPE) or Twin Block appliance?

We will continue to monitor these cases virtually. When our office contacts you, you will be asked to take photos of your teeth (instructions below) and email them to the corresponding offices (below). The email will be forwarded to our doctors for review and further instructions will be provided whether to continue the turns.

What if I am wearing elastics with my Carriere Motion appliance? Do I continue with the elastics?

Please continue elastic wear as instructed from your last adjustment appointment. We will continue to monitor these cases virtually. When our office contacts you, you will be asked to take photos of your teeth (instructions below) and email them to the corresponding offices (below). The email will be forwarded to our doctors for review and further instructions will be provided whether to continue with the elastic wear.

If your clear retainer or one of the bottom hooks/buttons falls off, please STOP all elastics. Unfortunately, we can only repair the above items when the office is open again.

Do I continue wearing elastics with my braces?

Please continue elastic wear as instructed from your last adjustment appointment. If you have any questions regarding elastics or if you notice changes to your bite, please take photos (instructions below) and email to the corresponding offices (below). The email will be forwarded to a doctor to review and further instructions will be provided.

I have lost my elastics or I have run out of my elastics. What should I do?

Please call the office and we will mail the appropriate elastic sizes to you.

How do I take photos for the doctor?

Take the back of a spoon and insert one on each side of the mouth. Pull back cheeks away from teeth. Take the following 3 photos:

- 1) Front biting: use both spoons for this photo. Make sure you are biting down fully on your back teeth.



- 2) Right and Left biting: use one spoon to pull the cheek away for each photo. Make sure you are biting down fully on your back teeth.



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