

COVID-19 SITUATION



Kieran O'Neill Orthodontics, the Ministry of Health, along with the Dental Council of New Zealand, have determined that in the interests of controlling the spread of Covid-19 **ALL DENTAL TREATMENT** should be postponed.

Unfortunately, we will have to postpone any appointments with us at O'Neill Orthodontics until further notice.

INDIVIDUAL PATIENTS

Progressing your orthodontic treatment will be deferred until a later date, when the situation has improved.

We know part of successful orthodontic treatment is showing up for your appointments. However, at present it's not an option under these unusual circumstances, and that's okay.

Don't panic.

Though your appointments are scheduled out to achieve maximum success, this delay shouldn't have much of an impact on your overall treatment plan. Given the situation, we will work hard to get your treatment plan back on track when we reopen.

You can help keep treatment on track by following our directions, and avoiding hard and sticky foods (now is not the time to be breaking brackets). Keeping your teeth clean will also help ensure the best possible result.

Also **STOP** all elastic band wear.

Due to the nature of the Government lockdown and appointments being cancelled, we will discuss any payment commitments once we are back up, and you are being treated, but you will not be charged for a service not provided.

EMERGENCY CARE

In accordance with the directive from the MOH and Dental Council, we are unfortunately unable to provide emergency care. There are currently negotiations with MOH and the Dental Council to potentially arrange emergency care, however this is yet to be confirmed. In the meantime, emergency dental care can be provided only by your nearest local district health board/hospital/A&E clinic.

We will try to update you once we have further information from the authorities. Keep an eye on the below websites which may also provide further advice & regular updates:

<https://www.dcnz.org.nz/> and <https://www.health.govt.nz/>.

RE-STARTING TREATMENT

As soon as Level Four is lifted our office will make contact to schedule new appointments.

Please accept our sincere apologies for this unavoidable disruption to our usual high standard of your orthodontic treatment.

With kind regards, and keep safe.

Kieran and staff