



Designer
ORTHODONTICS

SCHWARTZ, ONG & SHEARER

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NEWSLETTER

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Another year is upon us ... how quickly did 2014 fly?! Big changes at our practices in the last few months of 2014 with Stephanie and Kim going on maternity leave, and Pauline, our practice manager, on sick leave for a few weeks recovering from foot/ankle surgery. Touch wood, all of our orthodontists are fighting fit!! We would like to welcome two new staff members, Leah and Gabby. Leah is a senior nurse with many years of dental experience 'under her belt', while Gabby starts training as a junior nurse. We are also thrilled to have Kylie return from maternity leave after having her second son in 2013. You will see her smiling face again at our Croydon reception desk as a part-time staff member. We are expecting Dr. Shearer to fully retire this year with the last of his active patients completing treatment. He will be surely missed by staff and patients alike!!

Another Friendly Reminder ...

Oh, Oh!! One of My Braces is Loose

As patients would realize, we attempt to accommodate as many patients as possible in the before- and after-school appointment slots. Of course, preference is given to V.C.E. students for these highly sought after times, but we try to squeeze in as many adjustment appointments as possible.

However, we are still having regular problems with patients not informing our staff of broken appliances in-between scheduled appointments. So as a further reminder ... if you should happen to detach a bracket, snap a wire or have a loose band, please give our office a call as soon as possible. We have had several recent instances where a 2-3 months delay in treatment has occurred due to unwanted tooth movement.

Emergency appointments are ALWAYS scheduled between 10AM - 3PM so as to not interfere with the smooth running of our hectic before- and after-school appointments. Of course, we will always ensure that no patient has to 'put-up' with any pain so any detached bracket or loose band will be removed and any sharp wire will be trimmed.

However, patients who arrive for a Before- or After-School appointment with a breakage will have their repair re-scheduled to a 10AM - 3PM time slot.

School Camps

Many patients wearing removable appliances (e.g. Headgears, retainers, Functional Appliances) often ask if it is OK not to take them on School Camps. They are concerned about the 'look' from friends and other kids when they wear their appliances. Many parents are also concerned that plates will be misplaced and lost while away from home. We do prefer that any 'plate' or Headgear be worn at least to bed during Camps. The "lost hours" can then be made-up in the following weeks.

In fact, most patients are surprised to see other school friends putting in their plates after dinner!!

Christmas Holiday Period

Dr. Schwartz, Dr. Ong & Dr. Shearer and all of our nurses & administrative staff would like to take this opportunity to wish our patients and their families a very ...

Merry Christmas & Happy New Year for 2015

Our offices will be closed from lunch-time on Tuesday, December 23 and will re-open on Monday, January 05 ... but our emergency telephone numbers mean that we are still only a "**PHONE CALL AWAY**" should you have any problems during this time.