



KELLER ORTHODONTICS – COVID-19 CLOSURE

3/17/20-4/7/20

Dear Patients, Parents, and Friends,

Based on recommendations from multiple sources and in accordance with the shelter in place order, our office is closed through April 7, 2020. We have attempted to contact all patients scheduled during this time – the situation is fluid and we may extend the closure past April 7 as may be indicated with further information. During this time, please use Dr. Keller’s personal cell phone for emergencies. An emergency would be a painful situation with your or your child’s appliances or braces. The emergency number is 650-380-5775. Dr. Keller is willing to accept text messages on her personal line during this time – however, please be aware that this line is not secure and if you prefer not to send a text with your private information, you can leave a voice message. If the voicemail becomes full, please send a text. She will do her best to respond ASAP! Unfortunately, we cannot replace lost retainers during this period and we cannot re-adhere loose braces. Please respect that the emergency line is for painful emergencies that need immediate attention.

If you or your child currently has braces – please read this advice:

- DO NOT wear your elastic rubber bands during this time, we want you to minimize putting your fingers in your mouth
- DO NOT wear your headgear or any other appliances that attaches to your braces for the same reason
If you wear a “bite-plate” that remains in during eating, please wear this as you normally would and only remove to clean morning and night
- DO keep your mouth and teeth even cleaner than your normally would!

If you or your child wears retainers or Invisalign or clear aligners - please read this advice:

- Clean your retainer or Invisalign or clear aligner with liquid hand soap and water. DO NOT soak in hot water, DO NOT put in the dishwasher or washing machine. After cleaning with soap and water, you may soak for 10 minutes in white distilled vinegar. We DO NOT recommend submerging in hand sanitizer, mouthwash, or alcohol as this may damage the retainers.
- DO NOT change your retainer elastic more than once per day.

If your elastics connect between top and bottom teeth/aligner, DO NOT wear during this time

We recommend minimizing taking your appliances in and out with fingers during this time – that may mean wearing somewhat less than you normally would. Dr. Keller strongly recommends continuing to wear your appliances at night at a minimum in order for your teeth to stay steady.

- DO NOT progress at your normal rate with your Invisalign or clear aligners – we don't know how long before we can see you again, so it would be best to have more time on each aligner so you don't run out.

Thank you for your understanding during this confusing and difficult time, we look forward to “business as usual” and seeing all your smiles again as soon as we are able!

Dr. Becca Keller

