

Frequently Asked Questions During Covid-19

Q: Is your office closed?

A: Yes, our physical office is closed to the general public, but we are here for you! If you need us, you can email us at generalinfo@drmcsurdy.com or through any of our social media channels. We are checking our phone messages periodically but email or social media will be a faster response.

Q: How long will the office be closed?

A: We are currently following the guidelines recommended to us by state and federal authorities. At this time, we will open as soon as it is safe per the state and federal guidelines.

Q: What if I have a true emergency?

A: At this time, we are not seeing any emergencies in office. But we advise you to call our emergency phone number and we can help you with your emergency [484-994-4593](tel:484-994-4593). Or you can check our [website](#) for some tips and tricks on what you can do at home.

Q: I have an appointment scheduled. How do I know if it's still on the books or if it has been cancelled?

A: We have and will continue to reach out to all patients whose appointments need to be cancelled. It is not necessary to contact us to check on the status of your next appointment. When we are back in the office, you will continue to receive appointment reminders via call reminders, text messages, and email notifications (for those that have signed up for text and email reminders).

Q: What if I want to reschedule my appointment?

A: Most appointments are not being rescheduled at this time. But if you want to reschedule or cancel your appointment due to the Covid-19 virus, you can leave a message on our voicemail and we will cancel your appointment and then call you back to reschedule.

Q: If my child has braces and the appointment has been rescheduled. What will happen with my treatment until my next appointment?

A: The great thing about braces is the nature of the super elastic wires continue to work even without any adjustment. When life and our schedule returns to normal, we will do more adjustments at your next appointment to keep your treatment on schedule.

Q: I'm wearing aligners and am running out or on my last aligner. What do I do?

A: We want you to be able to continue your Invisalign treatment during all of this, so we ask that you email us when you are on your last set. In most cases we are able to order replacement aligners from Invisalign to get you through until we are able to see you in the office. But, please email us so we can determine what is best for you.

Q: I lost or broke my retainer. What do I do?

A: We ask that you call the office when we reopen to have you come in for an appointment to get you a new retainer. But don't worry, even without a retainer for a few weeks, most people's teeth don't move or move minimally. It's not going to be a problem to make you a new retainer or correct little minor movements in retainers. If your retainer is broken, we ask that you email us a picture of the broken retainer and will get back to you in one business day.

Q: What about my child's follow up appointment to see how teeth were growing and developing?

A: As much as we miss seeing you in the office, this is something that we can do from the comfort of your home. We are working on setting up virtual appointments for these certain appointments. But please be reassured that teeth tend to grow in slowly so your treatment should not be affected. The good news is that this will give your teeth more time to grow in.

Q: What about my retainer check-up?

A: We are working on setting up a virtual appointment for those that are in retainers. Please know that if we are currently moving your teeth with aligners, we will need to see you in the office to adjust your retainer. But if you are being seen for a basic retainer check-up, we will be able to do this at home. Please check back for more information.

We look forward to seeing you in the office soon. But until then, please stay safe, stay healthy, and remember to brush at least two times a day.