

## Information for patients transferring between orthodontic practices

As families relocate to a new city it may be necessary to arrange a transfer to a different Orthodontist to avoid monthly trips back to the originating practice. You may be visiting our practice for this reason.

It is practice policy that ALL patients on transfer must have recent dental models, photos and X-Rays. If your original Orthodontist is unable to provide these records they will be collected soon after you have transferred and a standard record charge will apply.

To avoid confusion a revised **Treatment Plan Quotation** will be outlined by our staff with due consideration of how much longer treatment will take and what style of braces has been fitted.

Due to the large variety of brace types available it may be that the braces fitted by another Orthodontist will be incompatible with the type our practice stock and fit. In such situations it may be necessary to replace the braces — this will be factored into the new Quotation.

## Others you'll meet at the practice

Apart from the Orthodontist, you'll be greeted and helped by our friendly receptionist and Dental Assistants who provide all patient instruction. They are all highly skilled and can answer any question you may have about braces, plates and orthodontics in general.

Our team includes several Dental Hygienists who are certified by the Dental Board of Australia to take dental records (study casts, photos etc), remove braces at the conclusion of treatment, undertake dental scaling and various other orthodontic procedures. You will meet the Dental Hygienists at many stages throughout the course of your assessment and orthodontic treatment.

## Payment options for settling accounts

For your convenience we accept Cash/Cheques, EFTPOS, Mastercard and Visa. Electronic health insurance fund transactions (known as HealthPoint or HiCaps) are not available to specialist orthodontic practice so you will be responsible for making an 'over-the-counter' claim from your health fund after paying our account.

To streamline the payment of plan installments for those patients in treatment, we can arrange automatic credit card debits (**Auto debit**) at agreed intervals. You will be required to sign an automatic debit authority to activate this facility. Ask at reception for details.

The BPAY system can also be used to pay plan installments provided your bank participates. Credit card payments can also be made via our website.



## Private Health Insurance refunds on fees

As each Private Health Insurer offers different fee refunds, we cannot provide such information. Before orthodontic treatment commences a written Fee Quotation will be provided which can be presented to your Health Insurer for consideration.

Orthodontic treatment fees above a certain value may also be considered for a tax rebate through your annual Taxation Return but advice should be sought from a certified tax consultant.



# Welcome to the Practice

**Gladstone**  
Suite 12, Gladstone Central Shopping Centre  
57- 63 Dawson Road  
Phone 4972 6787

**North Rockhampton**  
1/181 Musgrave Street  
Phone 4921 0399

**Yeppoon**  
Suite A, 69 Queen Street  
Phone 4939 8966



[www.luptonstewart.com.au](http://www.luptonstewart.com.au)

Copyright Lupton Stewart Orthodontics—2015

## Meeting the Orthodontist ... your first visit

The majority of patients who attend our practice have a referral from a general dentist who has suggested that they have a 'bite' or 'malocclusion' problem requiring attention.

At your first visit you'll meet with the Orthodontist who will complete a preliminary assessment of your teeth and bite. Unless X-Rays are required first, he will offer an overview of what treatment would be required and an approximate cost.

Rest easy that you will not have braces fitted at your first appointment! In fact there may be several appointments between your first assessment and when you'll finally have braces fitted.

Depending on your stage of growth and various other factors, the Orthodontist may recommend to either collect further records or place you on review for a future date.

While you will have many opportunities to ask questions, the first appointment is the best time to ask those things worrying you most about your bite or orthodontic treatment.

Where the Orthodontist finds that you require fillings or other general dental work he will suggest that you re-visit your dentist. It is generally in your best interest to have this work completed promptly, unless you have been advised otherwise.

At the conclusion of the first appointment you will be told what future appointments will be required or when a review appointment will be necessary. Where a future appointment is not booked immediately, **we will contact you** by SMS, email or mail. For this reason we ask that you advise the practice of any changes to your contact details including mobile phone, address, email, etc.

## Fees associated with your visit ... and prospective treatment

An examination fee will be charged at the conclusion of your first appointment and we appreciate settlement on the same day. Review appointments also incur an additional fee.

As the practice has no X-Ray facility, you will be issued with a referral and required to attend a local private X-Ray Centre. The X-Ray Centre will have their own fee structure but the services requested generally attract a Medicare rebate.

When orthodontic records (dental impressions and photos) are required either at the initial or future appointment an additional fee will be charged. The Orthodontist will quote this fee to ensure that there is no misunderstanding.

Treatment fees vary depending upon what is involved and how long treatment will take. After orthodontic records have been reviewed a detailed Treatment Quotation will be outlined by the Orthodontist and given to you in writing. Those patients/ parents with private health insurance can present this Quotation to their fund to determine a refund.

In most situations an installment plan will be established which requires approximately 25% of the total be **paid on the day treatment commences** and the remainder paid at three month intervals over 12-18 months. Our appointment cards will show the next installment due date and we appreciate timely payment. We also have an on-line facility which allows you to view your payment plan progress.

## What's the difference between an Orthodontist and a general dentist

An Orthodontist is a dental specialist registered with the Dental Board of Australia. To become an Orthodontist a qualified and practicing dentist must complete additional postgraduate study. In Australia this study is a University based qualification.

While there are several aspects of orthodontics completed by general dentists, an Orthodontist is a specialist in the field and has training to better understand the complexities of dental malocclusions.

Dental specialities have a similar structure to those in the medical field in that a referral process is preferred, but not essential, and specialists normally forfeit their practice of 'GP' services. For this reason, if teeth must be extracted as part of orthodontic treatment you will be referred back to a general dentist.

Orthodontists are typically specialist members of the Australian Society of Orthodontists (ASO) with the society committed to providing ongoing education for orthodontists and overseeing the ethical delivery of quality specialist orthodontic care.

See [www.aso.org.au](http://www.aso.org.au) for more information.



Australian Society  
of Orthodontists

## Common questions about braces and orthodontic treatment

### **What type of braces do you offer?**

We offer clear, metal (conventional), gold and lingual braces in addition to sequential aligners. Not all appliances suit certain bite types and different fees do apply.

### **How long will I have braces?**

This depends upon your bite problem but could range from 12-30 months.

### **If I get braces, how often do I visit?**

Appointment intervals are between 4 to 6 weeks.

### **Will braces cause me pain?**

Most patients report some discomfort when braces are first fitted and after regular adjustments. You should contact the practice if you have prolonged pain requiring pain-killers.

### **Why can't I have plates instead of braces?**

Plates are useful for treating certain minor bite problems but braces can achieve complex tooth movements with greatest efficiency. On occasions where plates are used, braces routinely follow to refine tooth positions.

### **How can I fit appointment times in with school/work commitments?**

Appointment scheduling depends on the procedure planned. Longer appointments are normally booked in the morning or early afternoon leaving after-school times available for shorter procedures. We can not guarantee that after school appointments will always be available to you.