
Welcome to York Mills Orthodontics

Welcome to our office, we look forward to working in partnership with you to create a healthy beautiful smile.



In consultation with you we will define your treatment goals. Dr. Morrow and his team will design a treatment plan, so together we can achieve these goals. We will teach you how to participate in your treatment by following the proper diet, wearing your appliances, and keeping your teeth and appliances clean. We need your help. We can do a technically perfect job, but unless you stay healthy and participate in your treatment as directed, the final result may not be as perfect as it could be. Learn why your teeth are being straightened and how the appliances work to help each step of the way. Brush after eating, and floss daily. Be on time for all office appointments, and call our office to report lost or broken appliances. Be our partner in making your new smile!

Team Work For Best Results

We work closely with your dentist. Together, and in partnership with you, we can achieve the best orthodontic results. During orthodontic treatment, it is important that you continue to see your dentist on a regular basis for cleaning and check-up appointments.

Our Commitment

Our orthodontic practice provides state-of-the-art treatment and care. Through intensive continuing education, Dr. Morrow and the team learn the latest techniques to bring our patients the best that science and technology have to offer. We are committed to ensuring that our patients have an exceptional orthodontic experience. We design an individual treatment plan for each patient, implementing a range of techniques and appliances to meet specific needs. Comfort and aesthetics are foremost in each treatment plan. Our lab is dedicated to excellence, making appliances so precise that they seldom break or require refitting. Each of your appliances are made especially for you. For the safety of our patients, sterilization is never compromised.

Referrals

The highest compliment we can receive is your referral of a friend or family member. All of our initial exams, x-rays, and consultations are complimentary. We appreciate that you have chosen our office to provide you with the best orthodontic care available.



Things That Make Us Special

When you become a patient in our office, you become a part of the "York Mills Orthodontics family". We are proud of our warm, welcoming, enjoyable atmosphere where patients, family and friends are all treated like our own family.

Our patients are always #1 in our minds.

We are known for the outstanding level of service that we provide and the exceptional results we achieve.



Dr. Morrow will personally see you at every visit until your new smile has been achieved.

In the diagnostic process for you or your child, Dr. Morrow will utilize the latest in technology including imaging to create not only a beautiful smile but an accurate and healthy bite.

We offer a choice in your orthodontic treatment for those patients concerned about the look of traditional braces by offering clear braces or invisible braces (Invisalign).

We use the most sophisticated braces and techniques available today. Self ligating braces and temperature sensitive wires, providing more comfortable, more hygienic and more efficient treatment.

Dr. Morrow has frequent meetings with his orthodontic team and other dental associates to assure that you are receiving the highest level of care possible.

Dr. Morrow and his team place a strong emphasis on continuing education. We are passionate about what we do, and we never want to stop learning. For this reason, we dedicate several weeks each year to educational courses.



Appointment Guidelines

Appointments

We have designed our schedule with your active lives in mind. We reserve the first and last hours of the day to accommodate as many appointments as we can. This reduces the need to miss important work or school time during the majority of your treatment. We also offer evening and Saturday appointments. Your regular short adjustments appointments will occur at approximately 4-12 weeks intervals, depending on your customized treatment plan. We urge you to schedule these appointments in advance at each visit. Waiting for a preferred time, or waiting to schedule close to when you are due, will significantly reduce your available appointment choices. Longer visits are needed to either put on or remove braces. These appointments are either scheduled in the late morning and at mid-day. For these few visits, you may occasionally need to re-arrange your work or school schedule to allow the continuing progress of treatment. We will make every effort possible to schedule appointments at your convenience. For this reason, we try to have as many as possible available appointments on holidays.

It is important that you arrive on time for each appointment so that we may complete all the necessary work to keep your treatment on track. If you are late we may need to reschedule your appointment so we can see the next patient on time. In order to start your appointment on time, please sign in on the computer and brush your teeth prior to your scheduled appointment time.

Office Hours

Monday	8:00 am - 5: 00 pm
Tuesday	10:00am - 7: 00 pm
Wednesday	8:00 am - 5: 00 pm
Thursday	8:00 am - 5: 00 pm
Friday	8:00 am - 5:00 pm
Saturday *	9:00 am - 2:00 pm

* one Saturday a month except July and August

www.YorkMillsOrtho.ca

Morrow Dentistry Professional Corporation

Appointment confirmation

Our computerized confirmation system will telephone you two days prior to your appointment to confirm the date and time.

Emergencies

We have set aside time each day for taking care of emergencies. These might include a poking wire, a loose band or bracket, an arch wire that is out completely, or any condition where you are experiencing unusual discomfort or bleeding before your next appointment. Call us as soon as you believe you have an emergency. Often we can assist you over the phone and also determine the next step if something additional is needed. Please do not walk in until you have spoken to us so that we can be certain someone is available to assist you. If you should have an emergency situation after our regular office hours or on the weekend, that cannot wait, you can reach Dr. Morrow personally. Please call the office for the emergency phone number. You may also refer to our website at www.YorkMillsortho.ca for commonly asked questions and

YMO Dollars

This is a program designed to reward you for all their hard work and effort during your orthodontic treatment. YMO dollars are only given at regular adjustment appointments and are not given for emergencies visits.

Questions and other assistance

Dr. Morrow and our staff are always available to answer your questions in person or by phone. We want to provide you with the most thorough, caring, and exceptional experience possible. We appreciate your partnership.



Orthodontic Insurance

Orthodontic insurance is different from dental insurance as there are no “codes” to submit. Instead, orthodontic insurance is characterized by a lifetime maximum benefit (in dollars) that is paid directly by the insurance company to the subscriber. This benefit is paid as a percentage of the orthodontic payments (eg. 50%), until the lifetime maximum has been reached. Insurance reimbursements are generally made monthly or quarterly over the estimated treatment period as soon as the subscriber submits receipts to the insurance carrier. Charges for lost or broken appliances may not be covered by insurance.

How Do We Assist You With Insurance?

We do everything we can to help you maximize your insurance benefits. However, since there are no codes to submit, our fees are charged directly to you, and you are responsible for payment to us. We will gladly provide you with a predetermination form for you to submit to your insurance carrier. Monthly or quarterly receipts are always available for you to pick up. Final responsibility for collection of benefits from your insurance company rests with the insured party.

Tips

If you are not sure whether you have orthodontic coverage, contact your insurance company or your human resource department. You may also refer to your company’s policy manual. The lifetime maximum and reimbursement percentage should be obtained. Approval for orthodontic coverage is not required prior to starting orthodontic treatment. The predetermination form advises the insurance carrier that you will be utilizing your orthodontic insurance. If you have orthodontic coverage, you cannot be denied reimbursement. All policy and certificate numbers must be indicated in the right-hand corner of the predetermination form.



Monthly or quarterly receipts will be available for you to pick up at our office. All receipts must be attached to the standard dental claim form when you submit. These forms are available through your employer. How often you submit these receipts for reimbursement is strictly up to you. Most insurance companies require that all receipts be submitted within the appropriate calendar year. When completing a standard dental claim form, please ensure you complete all requested information (i.e policy and certificate numbers, member’s signature and name of person who is receiving the orthodontic treatment). The area on the form that states “Please Pay subscriber” should not be completed. Office verification or input is not required on these forms when submitting receipts. When both parents have orthodontic insurance, both parents will receive a predetermination form. Procedures for submitting claims when duplicate insurance applies will be outlined by the insurance company. As a payment option, we offer you a reduction in fees for full payments. However, you should be aware that most insurance companies will not reimburse in full. Reimbursement is usually done over the course of treatment.

Payment and Insurance Policies

We are committed to making your orthodontic treatment affordable. While maintaining the highest level of professional care. For this reason, we have established our financial policies as follows:

1. To meet the needs of our patients, we offer flexible payment plans. We will always work together with you to establish a financial arrangement that is comfortable for you. In general, payment plans are designed to extend over the estimated treatment.
2. For your convenience we accept post-dated cheques or pre-authorized payments from your credit card.
3. If you choose to pay in full at the onset of treatment, we offer a discount from the regular fee.

Space Maintainers Habit Appliance

The trans-palatal arch (TPA) and the lower lingual holding arch are both space maintainers. Space maintainers do just what they imply: they maintain space.

TPA & Lower Lingual Holding Arch

The TPA (trans-palatal arch) is a thin wire that goes across the roof of the mouth from first molar to first molar. The lower lingual holding arch is made of two bands (braces) cemented to two lower molars. Attached to the bands is a u-shaped bar.

How do they work?

Similar to a parking brake in a car, spacers keep the back teeth from moving forward and save space for adult teeth to erupt while baby teeth are falling out.

We also use them to maintain expansion after expanding the palate. Sometimes Dr. Morrow will instruct you to use both TPA and lower lingual holding arch, and sometimes you will only need to use one.

What do they feel like?

You may experience slight discomfort when the TPA or lower lingual holding arch is placed. An over-the-counter pain medication of your preference may be used to remedy these situations. It may feel awkward when you swallow for the first couple of days. This sensation is normal and will subside after you get used to wearing the appliance.

How long will these appliances be in my mouth?

The time during which you will wear these appliances varies greatly. Sometimes they remain on your teeth for a year or more.

Avoid the following foods:

Hard Foods: Popcorn, ice, hard candy, nuts, chips, or taco shells

Sticky/Chewy Foods: Gum, caramel, taffy or Starburst

High-Sugar Foods and Beverages: Soft drinks, juice, cereals sweetened with sugar or soft candy

High Acid Foods: Lemons or pickles

Make sure to cut into bite-size pieces:

- Hard Breads: Bagels or pizza crust
- Raw Fruits Vegetables: Apples or carrots

Guidelines for appliance care:

- Brush your teeth at least three times daily
- Use a proxy brush, WaterPik or floss to remove food caught underneath the appliance.
- Watch your diet and contact our office if bands come loose or anything breaks
- Use a warm salt water rinse for sores.

Habit Appliance

The appliance we use is fixed and has three wires curving from the roof of the mouth behind the upper front teeth. It is not removable except by Dr. Morrow.

The wires do not interfere with the tongue as long as the tongue is in the proper swallowing position, but will block the finger or thumb enough to prevent making a satisfactory seal while sucking.

Never try to force or shame a child to stop a sucking habit. It is easy to appreciate how comforting the habit can be to a child. It can be a big help during those early dependent years. If they fail on the first try, wait a couple of months and try again. The idea is to let them finish with the habit before any damage is done.

Dr. Morrow will continue to check on your progress in effort to assure healthy development of your teeth, face and smile.