



To our Orthodontic Community,
From Friday 7th August 2020, the Australian Dental Association has recommended dental practices in metropolitan Melbourne move to Level 3 Restrictions. This mandates emergency dental treatment only. We have therefore had to close our Mount Eliza clinic to the majority of physical patient appointments from Friday August 7th 2020.

Our regional clinics are still operating as normal and you should maintain your scheduled appointments, until we inform you otherwise. Any questions, please call 9787 3849

What this means for our patients on the Mornington Peninsula

- All patients are currently being triaged by Dr. Hanks - those in treatment and those about to start
- Where Dr. Hanks deems deferring the appointment will not be detrimental to your care, then the current, scheduled appointment will be automatically rescheduled for 6 weeks. You will then receive the usual email and text reminders notifying you of the new date and time prior to the appointments. When you receive the reminder, you can then contact us to reschedule the appointment if the rearranged appointment is not convenient
- Where Dr. Hanks deems it is essential to see you during level 4 Restrictions, an earlier appointment will be made
- New patient consultations and recalls will be deferred
- Retainer checks will be deferred. If your retainer is lost/broken and needs replacement ASAP, please email mteliza@hanksorthodontics.com.au with the patient details - name, date of birth, best contact number - and we will contact you to advise



No Cost Virtual Assessments
New patient consultations and recall appointments can be carried out virtually without cost.

To arrange a Virtual New Patient Consultation, please email mteliza@hanksorthodontics.com.au with the patient details - name, date of birth, best contact number - or send the information as a text message to 0400 664 464

Support for Emergencies / Concerns / Questions about your treatment

If you have an urgent concern/problem with your appliance/treatment, please contact us ASAP.
Please take a photo of the problem and text the photo with the patient's name and date of birth to Dr Hanks on 0400 664 464. He will then advise.
If you have any non-urgent questions or concerns, please call the clinic on 9787 3849.
However, please note we will only be present in Mt Eliza on Tuesday, Wednesday and Thursdays



To stay informed, follow us on social media and stay tuned to our website as we will be posting updates regularly.

We are monitoring the situation closely and will re-open when regulators deem it safe to do so. The health and safety of our patients, staff and whole community is our first priority.

We thank you for your support and understanding during these unprecedented times. We look forward to seeing you soon.

Yours Sincerely,
Everyone at Hanks Orthodontics