

DR. STEPHEN C. GURZA, D.D.S., DIP. ORTHO

ORTHODONTIST

PATIENT MANUAL

Introduction

Here are your team members:

Your Orthodontist is [REDACTED]

Dr. Stephen Gurza

Your Office Manager is [REDACTED]

Angela

Your Appointment Coordinator is [REDACTED]

Sharon

Your Treatment Coordinator is [REDACTED]

Sharon

Your Treatment Providers are [REDACTED]

Hygienists Gayle, Melanie, Andrea

Your Lab Technician is [REDACTED]

Arthur

Allow me to take this opportunity to personally thank you for choosing **The Brace Place** to provide your orthodontic treatment. A bright, beautiful eye catching smile is now in your future.

Let me assure you that each one of our team members is here to provide the finest possible treatment outcomes while at the same time ensuring a fast, efficient and friendly service.

In our reception area you will meet Angela and Jessica. They are the first team members you will meet when you arrive and the last to say goodbye. They are responsible to help find convenient appointment times which will conflict minimally with work and school schedules. They will also arrange any financial transactions, provide payment receipts and prepare appropriate insurance forms. **It is our patients responsibility to make certain proper insurance forms are completed.** If you are in a hurry and must leave by a particular time, communicate this to the reception desk and they will help to move your appointment along as quickly as possible.

When you arrive we request that you sign in so we know you are here. Coffee, juice and magazines are provided for your enjoyment. If you would like to brush your teeth prior to your appointment disposable brushes are available in the brushing area. Sharon, our Preventive Dental Assistant will bring you into the operatory where a bib will be placed to protect your clothing. For the ladies, please ensure that any makeup has been removed and for everyone, cell phones must be turned OFF. Always let Sharon know if you are having any issues with your teeth, tissues or braces so they can be addressed and resolved.

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When your appointment is complete always check if any parts of the braces are sharp or causing irritation. If you would like a scented facial wipe to freshen up please ask Sharon. Always proceed to the reception desk to schedule your following visit before you leave. It is important for timely orthodontic care that we see you regularly. In our Davisville location your parking card can be validated.

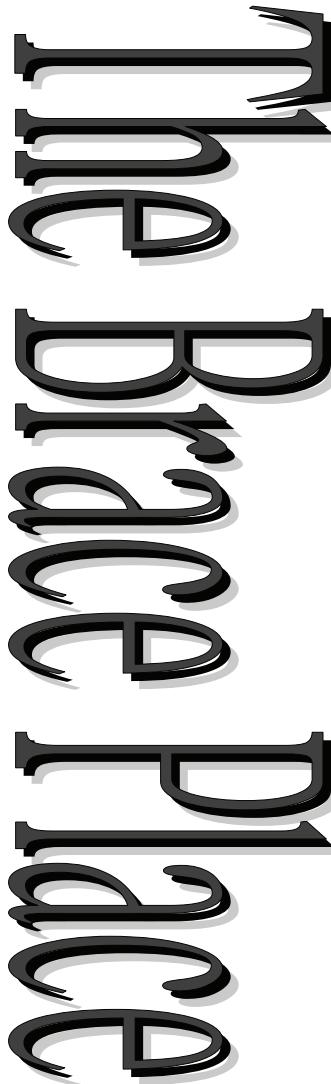
One last bit of advice: Enjoy life. Enjoy your braces. If a problem should arise with any aspect of our relationship, please communicate with any team member or with me personally. Remember, we are at your service.

Stephen Gurza, BSc., D.D.S., Dip Orthod.

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ORTHODONTIST

Orthodontist

APPOINTMENTS

In an orthodontic practice the question of arranging appointments during school or working hours is one which frequently arises. As you must realize, an orthodontic practice is made up, almost entirely, of patients who are of school age and whose parents both work, or adults who cannot easily take time away from their job. This being the case, it is not possible for every patient to have all appointments after school or after working hours.

We realize that you do not wish to have your child absent from school, or to lose time from work any more than is absolutely necessary. The fact is, however, that other parents and patients feel exactly as you do. The only fair solution is an arrangement which stipulates that certain, infrequent long appointments be done during school or work and the majority of short visits be reserved for early morning/ late day times. In this way, each person is treated the same way and a few people will not always receive the "good appointment" times.

Over many years we have established appointment guidelines which we feel are fair for all our valued patients. Our receptionists will always try their best to provide you or your child with the most convenient appointments based on the **TYPE OF APPOINTMENT**.

Long visits are done from 9:30am-11:30am and from 2:00pm-3:00pm. These types of appointments include: record taking, initial placement of braces, new appliances, lengthy wire changes, and repairs or replacement of lost or broken braces.

PLEASE NOTE THAT DUE TO CONTINUING DEMAND FOR EXTENDED HOURS WE DO HAVE LIMITED TIME SET ASIDE FOR SOME LENGTHY APPOINTMENTS FROM 5:00PM-6:00PM. PLEASE ASK THE RECEPTIONIST ABOUT THESE TIMES.

Short visits are done from 9:00am-9:30am, 12:00pm-1:00pm, and 3:30pm-5:00pm.

PLEASE NOTE THAT ALL APPOINTMENTS BOOKED ARE CONSIDERED CONFIRMED. WE DO NOT ROUTINLY PHONE TO REMIND YOU, ALTHOUGH WE WILL TRY FOR THE LONGER VISITS. WE DO REQUIRE 48 HRS PRIOR NOTICE FOR CHANGES OR CANCELLATIONS OR A FEE MAY APPLY.

SOME HINTS FOR SCHEDULING YOUR APPOINTMENTS:

- after EVERY visit we schedule your subsequent visit. Please don't leave and call in later. Waiting on hold on the telephone for a free receptionist is a waste of your time.
- bring your personal schedule and your child's school schedule to each visit.
- let the receptionist know your preferences. Tell her the days of the week you prefer and if mornings or afternoons are best.
- ask how long the next visit should take and if it can be scheduled after school or work
- make payments, request insurance forms and receipts when you arrive, not when you are in a hurry to leave.
- if your child comes home with an inappropriate appointment time, just call to change it.
- be aware that waiting an extra few weeks or months for that 'ideal' appointment will extend treatment time. This can be harmful to teeth and tissues.
- obtain an EXCUSE FROM SCHOOL form from the receptionist if required.
- some waiting may occur during the busy times of the day, such as first thing in the morning and after school. Please be prepared.
- let the receptionist know at the time of your arrival if you must leave by a particular time.
- if we are very late (at times unavoidable) and you cannot wait, please let us know. We will reschedule your visit at your convenience

Thank you for your co-operation in this important part of your orthodontic treatment.

Remember!

**Regular check-ups with
your DENTIST**

Keep your appointments

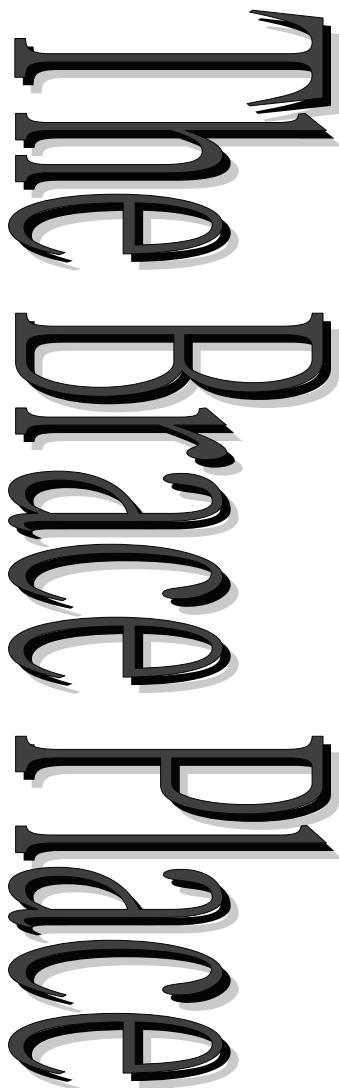
Avoid 'Wrong' foods

Report all breakages

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Emergencies and Breakages

For after hour emergencies involving PAIN,
please call Dr. Gurza at (416) 708-0231

USE THIS NUMBER ONLY IF YOU REQUIRE IMMEDIATE HELP

The above emergency number is for **serious problems requiring immediate attention**. Account information and appointment changes cannot be dealt with at this number. Please call the office during regular business hours for these matters.

If an accident to the head or teeth has occurred the local hospital should be your first visit. Depending on the nature and seriousness of the accident your dentist should be called. All traumatized teeth require an examination from your dentist.

Please try to learn some of the more important parts of your braces. This way, if you are in pain or if something breaks, you can explain it to us. If you think a piece of your brace is loose or broken, please call the office as soon as possible. Don't surprise us at your next scheduled visit with broken parts, or appliances (retainers) which are not fitting. Be Smart, Call Ahead. Unreported problems may not be corrected at your visit. This means an extra trip to the office and extra time in your braces. When you call, the more you can tell us about your problem the better. Our receptionist will try to help you describe the problem. Parents, it helps to have your child next to you when you call. After office hours you can leave a detailed message and someone will return your call the following day. When speaking to the answering system, PLEASE speak slowly and state your full name, your telephone number, a description of your problem, and which office you attend.

Parts List

Bands...silver rings which circle your back teeth and are cemented in place.

Brackets...silver or clear squares glued to the front of your teeth

Arch Wires...a wire running from tooth to tooth attached to the brackets with gray, clear or coloured donuts. Sometimes this arch wire is held in place with another thin wire called ligature wire, which can be on a single bracket or join a group of brackets together.

LINGUAL BAR...a heavy wire under the tongue or on the roof of the mouth. It is attached only to the inside of the back molar bands.

HEADGEAR... a bow outside the face fitting into tubes on your molar bands. A neck or head strap connects to the bow to apply pressure on the teeth.

SEPARATORS... small elastics which fit between the molar (back) teeth and are removed after a few days. These create room between your teeth to fit the bands.

ELASTIC BANDS...used to move teeth. They come in a small packet and are placed by you on specific teeth.

BITEPLATES...removable retainers used to either move specific teeth or to hold teeth in their new positions when the braces are finished.

Remember!

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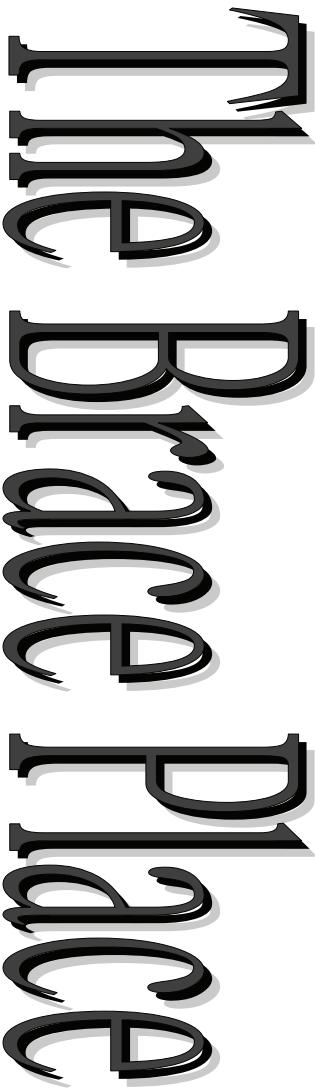
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Troubleshooting Guide to your Gear

Here are some common problems:

- 1) teeth are sore, or sensitive to cold (feels like a cavity) following your appointment. This is usually normal for 3-4 days, especially if separators were placed or new arch wires were made. Non prescription pain killers (Tylenol or Advil) can be used for a short time if necessary. Please do not use Aspirin for children under 16 years, and follow the dosages on the container based on age and weight . If pain persists please call for an earlier appointment.
- 2) loose **bands** which will move up and down on the tooth when wiggled. The bands are silver rings cemented on your back molar teeth. They should not move when shaken. If a band loosens this is **NOT AN EMERGENCY** but you must be seen during regular office hours as soon as possible. A loose band left unattended can be swallowed, or cause tooth decay. **Do not** wear headgear if the band it attaches to is loose, BUT please bring your gear to your appointment to be re-adjusted. If the band comes right off your tooth please do not throw it away, but keep it in a safe place and bring it when you come to see us.
- 3) loose **brackets** which move from side to side when wiggled. Brackets are the little silver or clear squares which are glued to the front of your teeth. Usually an arch wire runs between brackets from tooth to tooth and attaches to the brackets with coloured donuts. Loose brackets should be reported to the office as soon as possible in order to schedule sufficient time for repairs at your next visit. However, it is not usually necessary to be seen prior to your regular visit unless you need that loose bracket for elastic attachment .This is usually **NOT AN EMERGENCY** unless you are in PAIN.
- 4) irritation on the inside of your cheeks or tongue from the wires. Try placing a piece of wax which you received when the braces were placed. If you don't have wax use a piece of sugarless gum. Call our office if you are still uncomfortable.
- 5) donut or chain has come off. The donuts are small gray, clear or coloured rings which go around each bracket to hold the wire in place. Chains are clear or coloured rings linked together and stretched from tooth to tooth. This problem is not urgent to fix as long as you are not in discomfort. However, it is a good idea to report this to our office and schedule a quick visit to have this looked at.
- 6) loose Lingual arch, Nance, Pendulum, or Palatal Expander. These are heavy bars attached to the inside of upper and/or lower bands that sit under the tongue or on the roof of the mouth. Some upper bars have cages to help stop thumb sucking and some lower bars have spurs to keep your tongue from coming forward. Should a bar break or come loose or if the band it attaches to comes loose you **MUST** call the office immediately. It can be dangerous to leave this unattended. **USE THE EMERGENCY PAGE SERVICE IF THE PROBLEM OCCURS AFTER REGULAR OFFICE HOURS!**
- 7) headgear pain. The headgear has two parts. The bow fits into tubes on your bands while the strap goes either around the back of your head or behind your neck. Try to wait 3-4 days after your appointment before calling to report this pain. Headgears hurt. This is normal. The best way to stop the pain is to wear the headgear MORE. If the pain is so severe that you can't wear it, please call us for help.
- 8) retainer problems. All removable appliances may feel uncomfortable for a few days after you get it. Be patient, it gets better every day. If it is so uncomfortable that you can't wear it, or if it is making a white or red mark in your mouth from irritation, then please call the office to schedule a visit.

Remember!

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Keep your appointments

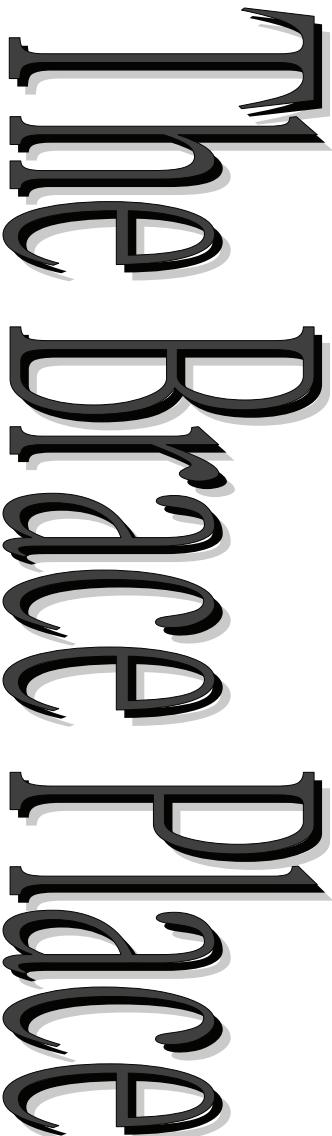
Avoid 'Wrong' foods

Report all breakages

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Troubleshooting Guide to your Gear 2

TO AVOID BREAKAGES:

Do NOT eat sticky or hard crunchy foods. This DOES include all types of GUM

Do NOT place your favourite pen, pencil or ruler in your mouth

Do NOT "play" with or wiggle the bands or wires with your tongue

Please help us and yourself by checking your bands and brackets . Every morning and every night check for loose braces by standing in front of a mirror and gently pulling up and down on all bands and brackets. If you find anything loose (it moves up and down on the tooth) IT SHOULD BE REPORTED TO US IMMEDIATELY... EVEN IF YOUR APPOINTMENT IS THE SAME DAY!

Please remember that a loose brace is not an emergency unless it causes a painful reaction. If an elastic attaches to the brace which has come loose, PLEASE STOP WEARING ALL ELASTICS. DO NOT WEAR HEADGEAR IF THE BAND IT ATTACHES TO COMES LOOSE.

PLEASE USE THE EMERGENCY PAGE NUMBER ONLY IF YOU ARE EXPERIENCING PAIN FROM YOUR BRACES AND IF YOU REQUIRE IMMEDIATE ASSISTANCE. OTHERWISE, PLEASE REPORT PROBLEMS DIRECTLY TO THE OFFICE.

Retainers and other things

Yes, we know you would like your braces off NOW. You think your teeth are "straight enough". Try to REMEMBER that we know the correct positions for your teeth. That's ALL your teeth, not just the front ones. REMEMBER that the more you help us the faster your braces will come off. REMEMBER that dirty teeth move slower and develop stains and permanent scars. REMEMBER to wear your headgear and elastics the correct amount of time. Even if you do all the correct stuff, your teeth may still not move as quickly as we all would like. Sometimes you have to be a patient patient.

If you want to know how long we have estimated for your braces ask the treatment coordinator to check your file. If you want to know how much longer we expect to continue with your braces, ask the Doctor for an update. However, asking often is like asking "Are we there yet" . You know what the answer to that is... You'll be the first to know when we arrive! When the big day comes the treatment coordinator will discuss with you different types of retainers and you can decide which will be best for you. Today, most people prefer fixed or bonded retainers. However these cannot be used in all circumstances. Retainers are always worn for a minimum of one year and many patients will choose to wear them for life. As always we will give you our very best advise but it will be your decision.

On the day your braces are removed and your retainers are fitted we will take new photographs of your face and teeth. Your BEFORE and AFTER pictures will be sent to you at a later time. As well, your dentist will receive a copy of your before and after pictures. It is very important to return to your dentist once the braces are removed for a thorough cleaning and examination. You will be seen approximately 4 times over the next year to check the positions of your teeth. Call our office if you notice a significant shifting of your teeth or if you develop jaw joint discomfort. Compliance with correct retainer wear is critical in the first year or teeth will shift.

Today, everyone seems to want whiter teeth. Now is the time to consider it. Talk to us about the different methods available.

Remember!

Regular check-ups with your DENTIST

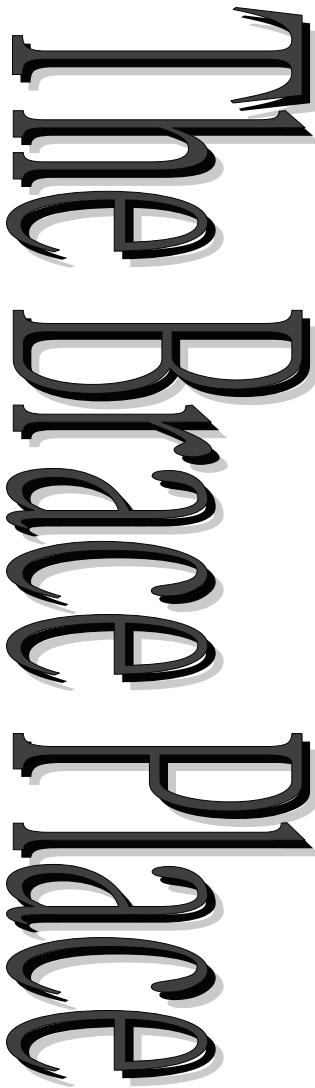
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Avoid 'Wrong' foods

Report all breakages

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Troubleshooting Guide for Your Invisalign Aligners

Here are some common problems and solutions:

Problem: Aligner discolouration or loss of translucency.

Solution: A mild amount is normal. If the aligner has become unsightly please continue to wear it as instructed. Remember it will be replaced within 2 weeks. At your next visit please ask to be shown aligner maintenance techniques.

Problem: Aligner is rocking. It will not fully 'seat' all the way down on your teeth .

Solution: Give it a few days. Continue to use your thumbs and fingers as you were shown to apply even pressure to the aligners for maximum tooth contact. If this does not solve the problem return to the previous aligner and **call the office for an appointment**.

Problem: Aligner is cracked.

Solution: Continue to wear your aligner as instructed. It will still do the job especially if it is a small crack and the two pieces are still held together. If it is a severe crack and you are worried that the aligner will come apart or will not remain properly on your teeth, then please do not wear it. Return to your previous aligner and call the office. A replacement aligner can be ordered from Invisalign ® .

Problem: Lost or destroyed aligner.

Solution: See previous solution

Problem: One or more teeth do not appear to be moving correctly, or are moving in what appears to be the wrong direction.

Solution: Continue with the current aligner as instructed and report the concern to us at your next visit. We can check tooth movement against the computer simulation.

Problem: An attachment has come off one or more teeth.

Solution: Continue wearing your current aligner as instructed. You may notice the aligner is slightly less secure on that tooth but this will not alter the aligner's effectiveness in the short term. Report the broken attachment to the office as soon as possible. This allows us to schedule time for the repair. Unreported breakages may increase your treatment time.

Problem: Pain or excessive discomfort.

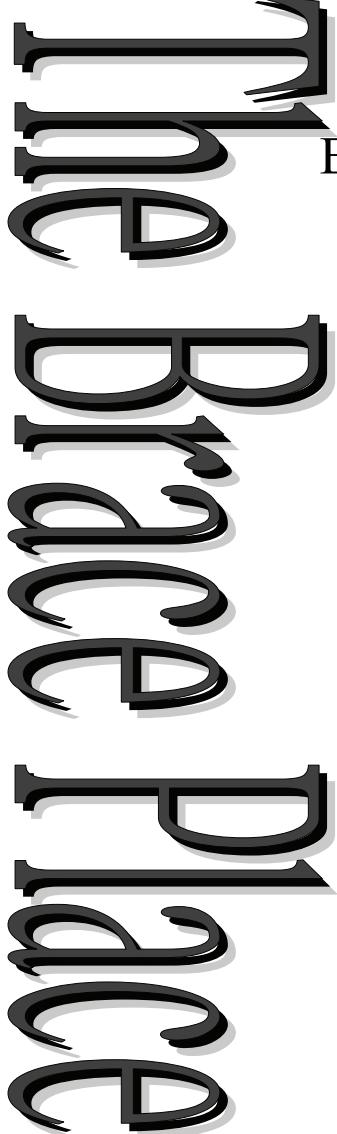
Solution: Mild tooth discomfort and sensitivity to cold or biting pressure is **normal**. Taking an over-the-counter pain reliever such as Advil or Tylenol can help. Try to continue wearing the aligner as much as possible. However, moderate pain is **not common** and should be reported to the office immediately. Should this occur return to the previous aligner or discontinue all aligner wear and call the office for assistance.

EMERGENCY PAGING SERVICE: (416) 708-0231

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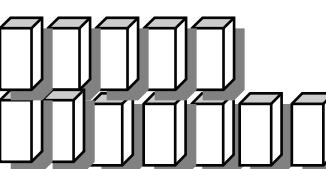
Eating Habits with Braces

The Proper Diet During Orthodontic Treatment:

1. Provides the proteins, minerals, and vitamins essential to proper bone formation and health of the supporting structures of the teeth such as gum tissue.
2. Prevents cavities and white scarring of the teeth by eliminating hidden sugar.
3. Prevents damage to the braces.

Avoid eating:

Food high in sugar content such as:

a) Soft Drinks.....	8	
b) Chewing Gum.....	1	
c) Fruit Pie.....	10	
d) Cookies.....	4	
e) Ice Cream.....	4	
g) Milk Shake.....	20	
h) Banana Split.....	25	

 = 1 teaspoon of sugar

AVOID STICKY FOODS!

Bends Wires and breaks brackets

Taffy, Caramels, Gum, Licorice, Gummy Bears, jube—jubes

Remember!

Regular check-ups with
your DENTIST

Keep your appointments

Avoid 'Wrong' foods

Report all breakages

AVOID HARD FOODS and HARD OBJECTS!

Pens, pencils, rulers, Popcorn, Ice cubes, Corn on the cob, candy, bagels, uncut carrots or apples

GOOD SNACKS

- Cheese or meat sandwiches on whole wheat or rye bread. Not jelly
- Milk, soup, unsweetened fruit juices; NOT sweetened soft drinks
- Fruits and vegetables cut into small pieces— WATCH THE PITS!

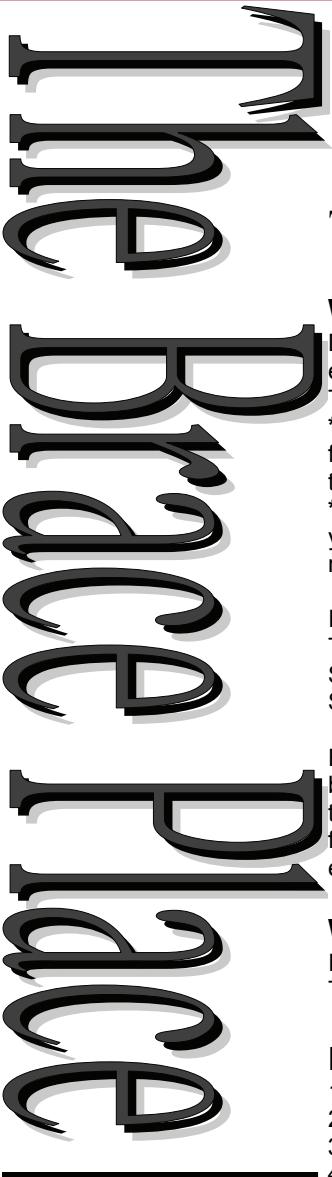
IMPORTANT:

- DO NOT CHEW MEAT OFF BONES
- CUT CORN FROM THE COB BEFORE EATING THE COB
- CUT APPLES AND CARROTS INTO SMALL PIECES
- BREAK BREAD INTO PIECES BEFORE EATING. AVOID PIZZA CRUST.

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TOOTHBRUSHING FOR BRACES

WHEN TO BRUSH

Damage to enamel starts just 10 minutes after eating. Food gets trapped around the braces, especially between each tooth and between the brace and the gum line.
THEREFORE....

*** Brush immediately after each meal or snack. Food left on the braces provides a very nice meal for the bacteria in your mouth. The bacteria make acid which will cause cavities, white scarring of the enamel, and swollen gums.

*** If you eat lunch at school or work take a brush with you! Use the proxi-brush you were given to clean between each brace. When this proxi-brush gets old, please replace it from the drug store.

IT IS EACH PATIENTS RESPONSIBILITY TO REMOVE THE TRAPPED FOOD FROM AROUND THE BRACES AFTER EACH MEAL. THE ALTERNATIVE IS PERMANENT WHITE DECALCIFIED SCARS ON THE TEETH AND SWOLLEN AND INFECTED GUMS WHICH MAY REQUIRE GUM SURGERY DURING OR FOLLOWING ORTHODONTIC TREATMENT.

Following the placement of braces all patients receive a session on brushing techniques with braces. If you or your child require additional help, please speak with the receptionist to arrange a separate visit for additional instruction. This instruction can also be done with your family dentist. A battery operated Oral-B toothbrush will be given to you if you do not already use an electric brush. Please purchase the special orthodontic heads available at the reception desk.

WHEN YOU ARRIVE FOR YOUR APPOINTMENT:

IF YOU DID NOT GET A CHANCE TO BRUSH PRIOR TO YOUR VISIT PLEASE ASK FOR A TOOTHBRUSH FROM ANY STAFF MEMBER.

BRUSHING TECHNIQUE

1. Use the method your dentist has taught you.
2. Brush in the direction the teeth grow; i.e. from the gums to the tip of the teeth
3. Spend **extra** time around the edge of the gums as this is where the white scarring starts.
4. Look in the mirror and pull your lip away from the teeth to SEE if you have missed any places, especially around the gumline.
5. Brush for AT LEAST 2 minutes using a good tasting fluoride containing toothpaste

ELECTRIC TOOTHBRUSHES

They work! But only when used properly and on a daily basis. We recommend an electric brush for all ages, for those with or without braces. Small children's models are available from Oral-B-Braun. Oral-B Braun and Sonicare are the most popular. Please check the stores for pricing and then check with our office. We can order these electric brushes for you.

REGULAR DENTAL CARE

We cannot over stress the importance of returning to your family dentist EVERY 6 MONTHS. Adults and those children who have difficulty maintaining good oral hygiene should return to their dentist EVERY 3 MONTHS or as directed by your dentist.

REMEMBER— WE WANT YOU TO HAVE A BEAUTIFUL SMILE AND A CLEAN SWEAT BREATH!

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