**Northwest Orthodontics - Emergency care**

For emergency advice during normal working hours please phone the practice on 02871 369050 to speak to one of our team or to arrange an emergency appointment.

Outside normal working hours please review the emergency advice below or;

* Phone 07704 079603 to speak to one of our clinicians

The emergency phone will be answered between 10am – 12 midday on days that the practice is closed

Emergency advice - Removable Braces

If you have a removable brace that is broken or causing you pain please stop wearing it and call us during normal working hours for further advice.

Emergency advice - Fixed appliances

If you have a fixed brace that is broken, but not causing you pain, please call us during normal working hours for further advice.

If you fixed appliance is causing you pain please review the video’s below to see if they can help you manage the issue until we re-open and can arrange to see you. If you cannot manage the issue on your own please phone the number above to speak to one of our clinicians.

* Loose bracket <https://youtu.be/VNMQq-pD2DU>
* Lost elastic module <https://youtu.be/VG3t6HfTOZo>
* Sharp metal wire <https://youtu.be/mFlcOv5i8_8>
* Broken/loose elastic chain <https://youtu.be/4ZOhn5dSRCg>
* Exposed metal tie <https://youtu.be/VwDBLE3KD0k>
* Placing emergency wax <https://youtu.be/pNEfaEimNTs>

Emergency advice – lost or broken removable retainers

If your removable retainer is lost or broken,, so that it cannot be worn, we will need to see you to get a new set made. Please phone the emergency number above for advice.

If your retainer is broken but still wearable please continue to wear it and call us when the practice re-opens to arrange an appointment.

Emergency advice – lost or broken permanent/bonded retainers

If you permanent retainer is broken and your removable retainer still fits in place over it - please wear your removable retainer and contact us when the practice re-opens.

If you permanent retainer is broken and your removable retainer does not fit in place over it - please review the video below and contact us on the emergency number if you cannot manage the issue.

* Broken permanent retainer <https://youtu.be/Y8ZDHRzmrbc>