



On The Wire

The official newsletter of Roos Orthodontics:
June/July 2017

Summer Selfie Contest



Celebrating the start of summer with our **Roos Selfie Contest!** Capture your smiling self enjoying your summer time fun, for a chance to win a FUJI instax camera. Here's how:
Post on facebook and tag [Roos Orthodontics](#) OR
Post on Instagram [#rooselfie](#) (and follow Roos Orthodontics) OR
email your selfie to info@roosortho.com
We look forward to seeing your smiles all summer long!

Summer Office Hours

Effective Monday July 3 to Tuesday August 29.

Mondays: 7:30am - 4:00pm
Tuesdays: 7:30am - 4:00pm
Wednesdays: 7:30am - 4:00pm
Thursdays: 7:30am - 3:00pm
Fridays: Closed

Thanks for the



“The staff at Dr Roos' office is exceptional. From the initial greetings by Cindy & Amanda to the prep work done by Alisha & the evaluation by Dr Roos. The office is immaculate & pleasing to the eye.

I'm thrilled with my Invisalign braces & the progress so far. “ T.B.

A big thank you to everyone who has posted reviews online - your recommendation is the highest accolade you can give us!

Contest Winners

We appreciate all of our patients – and particularly all those who qualify for our monthly **GREAT PATIENT DRAW!**

Congratulations to our **MAY** winners and thank you to their Dentists for partnering with us on their care.

Ani M./Dr Alan Nohr
Mariam M./ Dr. Alan Nohr
Xander H./Dr. Stephanie Su
Natalie R./Dr. Yoo-Lee Yea
Neeka G./ Dr. Atherton

To qualify for the Draw you need to: be on Time for your appointments; have no failed appointments; be appliance compliant; display good oral hygiene; have nothing broken or loose!

HYGIENE CERTIFICATE WINNER

We all know how important regular dental hygiene appointments are. Be sure to take a copy of the

Roos Orthodontics

Routine Dental Hygiene Certificate

to your next regular dental hygiene appointment, and then return it, signed, to us to be entered into the draw. You could win a Sonicare Toothbrush – and your hygienist will win a prize too! Find one to print out from our website (contest page) or pick up one from our office.

Jonah is the most recent winner! Thank you **Lily Ha** at **Essence of Dentistry** for helping to care for our patient **Jonah's** teeth!



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From the Roos Blog

FAQ 1 & 2: Why is it so important to be on-time for my appointments? Why do I have to reschedule my appointment if I'm late?

When we schedule your appointment with you, it is for a specific amount of time depending on what treatment you are going to need on that particular day. If you are late, we will not have enough time to complete this without delaying the treatment of the patients who have appointments after yours. We respect that everyone has busy lives and we work very hard to keep on time so that none of our patients have undue delays. If you are late, we will need to reschedule in order to provide you with the full and necessary treatment.

FAQ 3: Why do I need to call ahead and tell you something is broken or loose, if I already have an appointment?

The appointment that you are scheduled for allows time for the specific treatment that you will be having. Fixing or repairing something that is broken or loose, will add to that time. Calling us in advance allows us to check that we have the necessary time to extend your appointment to accommodate the replacement or repair, without disrupting the schedule and delaying other appointments on the day. It may be that we will have to reschedule your appointment.

FAQ 4: How often do I need to come for appointments?

Depending on your treatment plan, Dr. Roos generally likes to see patients every 8 weeks.

The entire Roos Orthodontics team is committed to providing an exceptional level of service, starting with your very first contact right through until the end of your treatment and the creation of your new smile. We look forward to seeing you at your next appointment.