



On The Wire

The official newsletter of Roos Orthodontics:
October /November 2018

New Office Hours

With winter upon us and holidays quickly approaching we are pleased to announce extended hours of service as we work to accommodate those busy schedules. Our new schedule will commence in January 2019:

Monday: [8am-5pm](#)

Tuesday: [7:30am-4:30pm](#)

Wednesday: [8am-5pm](#)

Thursday: [7am-4pm](#)

Friday: Closed

Appointment Arrival

In an effort to provide the same level of personalized and timely care for all our patients, we respectfully request that you arrive 10 minute prior to your appointment time. This allows time for any appointment related paperwork to be completed, as well as pre-appointment brushing of teeth. Late arrival may result in inability to complete all planned procedures or re-scheduling of your appointment.

Sincerely,

Roos Orthodontics

Contest Winners

We appreciate all of our patients
– and particularly all those who qualify for our
monthly

GREAT PATIENT DRAW!

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

Shanee M– Dr. Cody Mast

Colin C– Dr. Sackman

Ethan B– Dr. Cynthia Panley

Si G- Dr. Alison Han

Anushka P– 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.

Some of our recent Great Patients!



A Warm Welcome

We are wanting to give Cindy a warm welcome as our office manager. Cindy worked at the front desk for our office welcoming all of our patients everyday with her warm smile. When Sandy, our office manager of 24 years retired, Cindy was the obvious choice to move to that role. She has spent much of the spring and summer training up and as adapted so well. We are so happy to be able to fill this position from within the practice and with someone with years of dental experience. Next time you are in the office go ahead and stop by and give her a well deserved Congrats!!



Thanks for the

“Lovely people, very professional. Answered all of 1,000 questions with a smile on their face. We feel so lucky to have Dr. Roos as our orthodontist.” *on Facebook*

