



In Case of Emergency

From time to time, injuries occur. Injuries can be classified as “direct injuries to the teeth and supporting tissues” and “emergencies associated with orthodontic appliances”. We hope you will never experience an injury, but if you do, we are available to help. Should an injury occur, you may call the office during office hours (206) 232-9600, or our emergency phone after-hours (206) 225-7709.

Direct injuries to the teeth and supporting tissues.

Following a direct injury to the mouth or teeth, whether undergoing orthodontic care or not, you should be seen by your general dentist as soon as possible. Your dentist will most likely take an x-ray of the affected area and determine whether teeth have been fractured. If a tooth is “knocked out”, place the lost tooth immediately into the floor of the mouth or into milk for transit to your dentist’s office. If necessary, your dentist will contact our office to coordinate appropriate care for your injury. If your general dentist did not contact us during your visit, please call us immediately following. If you are unable to reach your dentist or an alternate emergency facility, please call us. Although we may not have the appropriate materials available to treat your entire injury, we will do our best to work with you to reach the best possible solution.

Emergencies related to orthodontic appliances.

Broken and disturbed orthodontic appliances occur from time to time during orthodontic care. If bands or brackets become loose and/or painful, call our office as soon as possible so we can assess the severity of the problem and appropriately schedule an appointment. If you are experiencing a disturbance without pain, here are some simple solutions that might alleviate some commonly encountered problems:

Loose band or bracket. A loose band or bracket can generally be left in place so long as it is not irritating the lips or cheeks. Please contact our office if you notice that you have a loose band or broken bracket so that we may schedule an appointment for repair. Extended time with broken appliances can lead to unwanted tooth movement and extended time in treatment. If we are not in the office and you are not in discomfort, feel free to leave a message and our scheduling coordinator will return your call on the next business day to schedule an appointment.

Loose or poking “wire” tie. If you have a loose or poking “wire” tie, you may try to use the eraser end of a pencil, Q-Tip, or rounded end of a spoon to push the wire tie back into place. Alternately, you may cover the wire with orthodontic wax and schedule an appointment.

Loose or displaced wire. Sometimes orthodontic wires slide from side to side. You can evaluate the opposite side to see how the wire is placed and carefully use a pair of tweezers to try to place the wire back into the bracket. Alternately, you can try to clip the long end of the wire with a heavy duty nail clipper or cover the poking end with wax until you can be seen at the office. If the wire is irritating your lips or cheeks, call the office as soon as possible to coordinate time for repair.



Bent headgear or removable appliance that is not fitting. In general, we would advise you not to wear the appliance until you can be seen. Please call the office to schedule an appointment for us to adjust the fit of your appliance.

Lost retainer or Invisalign aligner. If you lose or break your retainer, please call the office to schedule an impression to have the retainer re-fabricated as soon as you are able. If you lose or break your Invisalign aligner, simply drop back to the best fitting prior aligner, or advance to the next aligner and let us know so that we can modify your aligner schedule accordingly.

Lost separator. Call the office so that we can schedule you for replacement of your separator.

Office hours are generally Monday-Wednesday from 8:00 am-5:00 pm and Thursdays from 7:30 am-4:30 pm. After hours, please leave a message or if you are experiencing pain that cannot wait until our next business day, call our emergency number (206) 225-7709; texts are accepted. When you call, please give your full name (or your child's), your telephone number including area code, and reason for your call.