

Patient Instructions to take images for virtual appointments

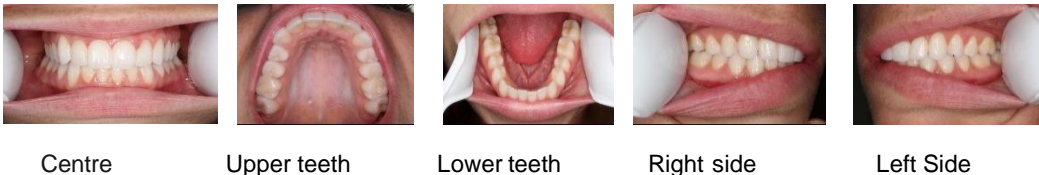
Purpose: The content below is an example of instructions that you can send to your patients in advance of a virtual care appointment that requires images to be submitted in advance. The video quality during a virtual appointment can be limited by the quality (and age) of the patient's smartphone. As a result, it is recommended that photos be taken in advance of virtual visits.

Your virtual appointment with **[your office]**

During our COVID-19 closure, we are working on ways to stay connected and support our patients in active orthodontic treatment. We have come up with a "Virtual Appointment" to help monitor your treatment and address any concerns you may have.

Please follow these 2 easy steps:

1. Using spoons (to retract your lips and cheeks) and using your mobile phone, take **5** photos as shown below:



2. Email photos to **[your office email address]**

Tips and tricks for having great photos:

- Have a friend or family member take the photos for you
- Make sure your flash is on
- Try to capture *just* your mouth and teeth if possible
- Relax your lips – don't make them tense!
- ****Keep your teeth together! Bite on your back teeth during the photo**

Our team will review your photos and get back to you within **1 business day**. For some in-person appointments that had to be cancelled, we may reach out and ask you to complete a virtual appointment with one of our doctors or hygienists.

If you are having trouble using spoons, we have also created a different video to use clothes hangers to help with your cheek retraction.