

## JUNE 2021 NEWSLETTER



### Here's what's happening in our office....

Greetings!

It's June! Time to get outside, be active, and make the most of the ideal temperatures before debilitating heat later in the summer. Whether it's cycling, running, walking, hiking, swimming, tennis, weights, or yoga - have fun & make the most of this summer as life gets back to normal from Covid!! Speaking of Covid, we have important Covid updates to share with you in this month's newsletter, as well as our May Patient of the Month, our June contest for patients that coincides with being outdoors, and our monthly orthodontic topic: choosing the right orthodontic office for you. Read on for details.....



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### **IMPORTANT COVID UPDATE INFORMATION**

We are committed to providing outstanding care for our patients and families and will continue to follow rigorous infection control practices as recommended by the U.S. Centers for Disease Control (CDC) and Ohio Department of Health. Therefore, to protect the health of our patients, families, and staff, all Spoonhower Orthodontic staff will continue to wear masks not only for direct patient care, but for all interactions in the office setting. In addition, staff will submit COVID tests weekly.

We are happy to invite parents and caregivers for all of our patients back into our office. We will continue to require that all people who enter the building wear a mask to protect themselves, our patients, and our staff. If you are unable to wear a mask or wish to maintain social distancing, you are welcome

to remain in your vehicle and we will continue to communicate as we have done for the past year.  
We are also happy to announce that the coffee bar and the dry erase board room are now available for your enjoyment!  
We will continue to monitor relevant information and update you as necessary.

MAY

Every month we pull one random name out of a box from all of the awesome patients that have been in that month with:

- *Excellent brushing & oral hygiene*
- *No broken brackets*
- *Excellent elastic wear as prescribed*

Patient  
of the  
Month

Congratulations to Gavin Knobb., who is our Patient of the Month for May! Gavin received 50 extra rewards hub points as well as a certificate. Congrats, Gavin !

## Things to know....

### JUNE CONTEST FOR PATIENTS:

This month's patient contest is called **National Parks Roadtrip Contest**. Log into the Patient Rewards Hub with your password to access the contest. In this fun contest, grab the wheel because we're going glamping! Jam-packed with breathtaking sights. This contest takes users on a journey through America's wild outdoors. Whoever identifies the parks the fastest, wins!

The end of the contest is June 30th and the winner will receive a notification in their patient hub account and will earn 30 rewards points. Everyone that participates will receive 5 rewards points.

Participants are also encouraged to follow and like our Facebook page after completing the contest, if you have not done so already. Social media is a great way to hear updates and relevant information about our office. **GOOD LUCK!!**

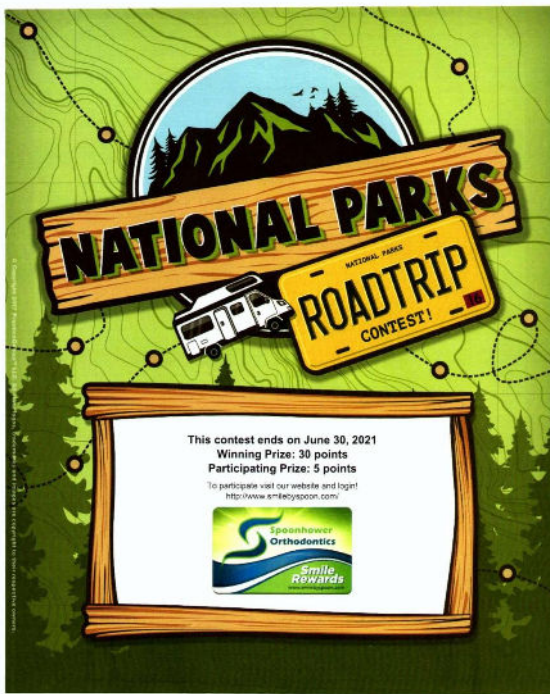
### ORTHODONTIC TOPIC: CHOOSING AN ORTHODONTIST

If you are reading this, more than likely you have already made a decision for us to care for your orthodontic needs and develop a smile that will last a lifetime. Maybe you have family or friends that are also in need of an orthodontist. Word of mouth is always the best way to learn about any type of top notch providers.

What factors into your decisions when you choose an orthodontist, (or any doctor for that matter), and in making a referral to a family member or friend?

Here are some thoughts to consider:

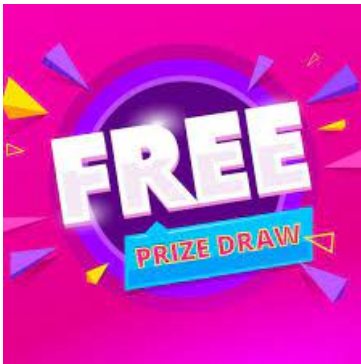
1. **Level of Expertise** - the credentials have the doctor and staff earned and participation in continuing education, and case studies
2. **Technologically Advanced** - using the most up to date equipment & operate 100% digitally - x-rays, charting,



For more information, visit our website at <http://www.smilebyspoon.com> and log in to our rewards program. Please call Spoonhower Orthodontics at 330-596-0800 for more information or email us at [info@smilebyspoon.com](mailto:info@smilebyspoon.com).

- scanning, etc....
3. **Comfort Level** - making an effort to build a long term relationship with you and treat you like family.
  4. **Engagement** - Making you feel appreciated and part of a "family" by having drawings, prizes, fun appreciation days, freebies, and thank you for referrals.

While some of these might be more important than others to different people, each one is important to us. We certainly strive to provide all of these things here at Spoonhower Orthodontics and we hope we live up to each one!



### **DON'T FORGET OUR FACEBOOK VIRTUAL PATIENT APPRECIATION DAYS!**

Check out our [Facebook](#) page **EVERY TUESDAY** to see if you win! We will be giving away **AWESOME** prizes to one of our random, active patients! Each week we will be giving away a different prize for a different age group and gender. We will automatically enter everyone's name that falls within that age range into the drawing for that

week. All you have to do is visit our Facebook page every Tuesday to see if that week is for your age group!



Did you know we are accepting new patients? The biggest compliment we can ever receive is the referral of a family member or friend, or an online [Google](#) review. We thank you for your confidence in us and we appreciate your business and your referrals! We will see you in the office soon!



[Click here to leave us a Google review!](#)

Sincerely,  
Dr. Christopher Spoonhower & Staff



Monday: 9:00 a.m. – 6:00 p.m.  
Tuesday: 9:00 a.m. – 5:00 p.m.  
Wednesday: 9:00 a.m. – 5:00 p.m.  
Thursday: 7:30 a.m. – 3:30 p.m.

Reach Out To Us

Call Us Today: (330) 896-0600

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**Please Note:** Our office is closed on Fridays, however we DO have limited patient emergency hours. Should you have an orthodontic emergency, please call the office. If we do not answer, please leave a message and we will call you back as soon as possible.

**Regarding Insurance:** If your insurance covers orthodontic treatment, you will be reimbursed directly from your insurance company. This will reduce your overall out of pocket expense for treatment. Many insurance policies have a lifetime orthodontic benefit that is distinct from regular dental insurance. Insurance policies vary, so we will review your insurance to determine the appropriate course of action. (Once treatment has started, we will file your claims).

Our office is committed to helping you maximize your insurance benefits. Due to the fact that insurance policies vary, we can only estimate your coverage in good faith, but cannot guarantee coverage due to the complexities of insurance contracts. Please inform us, too, of any changes to your insurance coverage.