

## MARCH 2024 NEWSLETTER



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

Hello Christy,

**We are LUCKY to  
have you  
as our patient!!**



In this newsletter we have the winner of the Guess the # of Hershey Kisses contest, the February Patient of the Month, our March contest for patients and Colors of the Month, as well as a monthly topic: what to do if you break or lose your retainer. It's honestly a very simple first step - just call us! Read on for details.....

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### **ANNOUNCING THE WINNER OF THE GUESS THE # OF HERSHEY KISSES IN THE JAR CONTEST!**

Thank you to everyone that stopped by the front desk to submit their best guess for the # of Hershey Kisses in the jar! These contests are always SO fun & we love all the entries we get! The exact # of Hershey Kisses in the jar was.....619!

The person that guessed the closest number without going over was... JACOB CAPOZZI!!! Congratulations, Jacob, on winning a \$25.00 Target gift card! Thank you for participating and we hope you enjoy!



## FEBRUARY

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 Alyssa Atkinson, who is our Patient of the Month for February! Alyssa received 50 extra rewards hub points as well as a certificate. Congrats, Alyssa!

## Things to know....

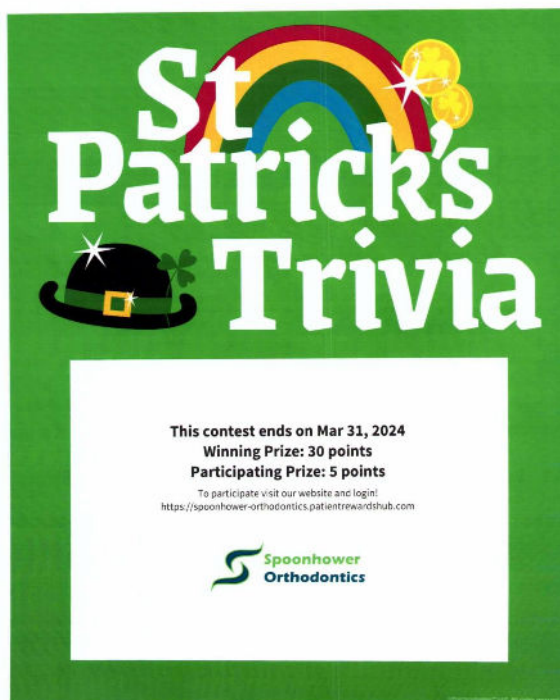
### MARCH CONTEST FOR PATIENTS:

This month's patient contest is called **St. Patrick's Trivia Contest**. Log into the Patient Rewards Hub with your password to access the contest. From leprechauns and shamrocks to vibrant parades and Irish traditions, our trivia will transport you to the heart of St. Patrick's Day festivities! Participants are also encouraged to follow and like our

### MONTHLY TOPIC: WHAT TO DO IF YOU BREAK OR LOSE YOUR RETAINER

Retainers play a crucial part in your orthodontic treatment. When the braces come off, your teeth will naturally want to return to their original positions. Our goal is to keep your teeth in the positions we all worked so hard to achieve. By consistently wearing your retainers,

Facebook page after completing the contest. The end of the contest is March 31st 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. **GOOD LUCK!!**



teeth will “remember” where they’re supposed to be. So what happens if it's lost or broken?

### **Storing Your Retainer**

The best way to keep your retainer from getting lost or broken when not in your mouth is to keep it in the case we provide you. All too often, retainers get thrown away by accident! They can also be stepped on or chewed up by pets. So, take care of your retainers and keep them in their case if you’re not wearing them!

### **Getting Replacements**

If you do lose or break your retainers at any point, it’s important to contact our office right away to discuss the proper procedure to obtain a replacement. Depending on when you completed treatment, you may have been given a model of your teeth that we can potentially remake a new retainer off of. Otherwise, we may need a scheduled appointment to scan your teeth. A broken or lost retainer can mean re-treatment and additional costs if you wait too long to get a new one, so please contact us right away if this happens to discuss options.

### **Fixing a Bonded Retainer**

If you’ve broken a bonded retainer, you will need to contact our office to have it re-bonded in the correct position at no charge to you. Please do not attempt to remove a bonded retainer by yourself. These are set onto your teeth with dental bonding and can damage your teeth if removed incorrectly. Regardless of the kind of retainer issue you have, the important thing is to PLEASE contact us right away so we can assist with you with fixing/replacing the retainer before your teeth shift!

## **COLORS OF THE MONTH**

Each month we feature a different color combination you can get on your braces with the elastic ties! We even give the color combination a fun, cool name and have it on display so you can see what it will look like!

*Here are this month's colors.....*



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 hope to 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  
[doc@smilebyspoon.com](mailto:doc@smilebyspoon.com)  
1410 Boettler Rd.  
Uniontown, OH 44685



**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.



Spoonhower Orthodontics | 1410 Boettler Road, Uniontown, OH 44685

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