

Moving during braces: checklist

A suggested order of steps. Your orthodontist may adjust it for your case.

1 As soon as you know your moving date

- ☐ Tell your orthodontic office your date and your new city.
- ☐ Ask for a short written summary: how many months are left, what stage the wire is at, and whether elastics or other steps are planned.
- ☐ Ask whether your last visit can be timed so the wire holds until your first appointment with the new orthodontist, and what to do if a bracket comes loose in between.

2 About a month before you leave

- ☐ Send the records request on the next page, in writing, and keep a copy. In Alberta, a custodian must respond within 30 days.
- ☐ Ask what is still owing on your contract, and whether any part of the fee is credited for treatment you will not receive there.
- ☐ Call your insurer. Ask how the plan will pay after the move and how much of the lifetime orthodontic maximum is left. The maximum belongs to you, not the office.

3 Choosing the new office

- ☐ Look up orthodontists in your new city (the Canadian Association of Orthodontists has a Find an Orthodontist link at cao-aco.org).
- ☐ Ask each office what it charges to take over treatment. Expect an exam and fresh records.
- ☐ Ask for written figures from both the old and new offices.
- ☐ If you are unsure about the plan you were given, ask about a second opinion before you decide who will finish your treatment.

4 What to bring to the first visit

- ☐ The previous orthodontist's name and phone number
- ☐ The date your braces were placed and the type of appliance
- ☐ Any records you have received, plus photos of your teeth from before treatment
- ☐ Your insurance details

If you are within a few months of finishing, ask your current orthodontist whether it makes sense to finish before the move or to change the removal date. Only they can answer that for your case.

Request for my orthodontic records

A plain-language letter you can adapt. Some offices prefer their own form, so ask first.

Date: _____

To: _____

Orthodontic office name and address or email

Request for access to my health information (Alberta Health Information Act)

I am moving and plan to transfer my orthodontic treatment to a new orthodontist. I am asking for a copy of the health information you hold about me or about my child, as a patient of your office.

Patient name: _____

Date of birth: _____

If requesting for a child: parent or guardian name _____

Please include:

- ☐ Photographs and X-rays, in digital form if possible
- ☐ Digital scans or study models, or confirmation of where they can be sent
- ☐ Treatment plan, treatment notes and appliance details
- ☐ A summary of what has been completed and what remains

Please send the records to: _____

Please tell me the fee for copies before they are prepared. I understand a response is due within 30 days of receiving this request.

Please also send a summary of my account: amounts paid and any balance owing.

Signature: _____

Phone or email for questions: _____

Keep a copy of this request and note the date you sent it. The Alberta government says a custodian must respond within 30 days and may charge a \$25 fee for producing a copy, with other fees possible under the regulation. See alberta.ca/health-information-act.