



THE TOP 10 THINGS YOU MUST KNOW BEFORE CHOOSING YOUR ORTHODONTIST

Welcome Letter from the Doctors

Dear Friend,

If you are researching orthodontists or the different types of braces available for you, your children, or a loved one, you are in the right place. In your search for the right orthodontist, you will most likely find similar treatment options across practices. Some options have the same name, and some braces are made by the same manufacturer. That said, not all treatments are the same. As every mouth is different, so it follows that orthodontic practices are different.

At Burrow, Welchel & Culp Orthodontics, our mission is to serve others. Our vision is to change lives, advance the profession, and support our community. There is no better reward than seeing how happy our patients are after we help transform their smile. To help support our mission further and to help you choose the right orthodontist, we put this report together: "The Top 10 Things You Must Know before Choosing Your Orthodontist."

Sincerely,

The Doctors of Burrow, Welchel & Culp Orthodontics

We want you to be educated about your options and feel confident in your choice of orthodontist and choice of treatment. After reading this report, you can also browse our website, www.CharlotteOrthodontists.com, or simply stop in any of our locations to learn more about us.



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1. Are They

Board-Certified?

All orthodontists must be licensed to practice their specialty, but only 1 in 3 orthodontists have continued and completed their Board Certification. The American Board of Orthodontics (ABO) oversees this process, and it goes significantly beyond the two to three years of education required for a dentist to become a specialist in orthodontics. To become board-certified, the orthodontist must demonstrate considerable accomplishments in patient care with detailed case reports on provided treatments within a broad range of orthodontic problems. As part of this process, the orthodontist is thoroughly interviewed by a highly respected panel of examiners to demonstrate their orthodontic knowledge, clinical skills,

and judgment. It is also important to note that the ABO is the only certifying board in the industry that is recognized by the American Dental Association (ADA).

All our Doctors at Burrow, Welchel & Culp Orthodontics are not just fully accredited and trained orthodontists; they have also received their Board Certification from the American Board of Orthodontics. Our doctors view their Board Certification as a demonstration of the practices' dedication to the field, as well as the highest level of personal achievement. Thanks to our doctors' ABO Certifications, you can feel confident that they are fully committed to excellence in the orthodontic treatments they provide.





2. Are They Up to Date on the Latest Technology?

Technology is constantly driving advancements in every field, from manufacturing to farming to transportation. Orthodontics is no different! Many technological advances have led to great benefits for orthodontists and patients alike, which include the provision of different cosmetic options like clear braces and virtually invisible clear trays like Invisalign. Other improvements have brought better orthodontic results, such as reduced treatment time, more comfortable braces that stay on your teeth better, and certain

tooth movements that were previously impossible to accomplish!

At Burrow, Welchel & Culp Orthodontics, we employ numerous state-of-the-art technologies to ensure that our patients can enjoy a treatment that is more comfortable, more efficient, and free of unnecessary complications. Our advanced technologies include digital impressions and imaging, Invisalign removable aligners, express treatment with 6-month braces, surgical orthodontics, and more. The technologies we offer aren't simply the newest fads, either. Our doctors keep current with orthodontic research and studies, so the advanced treatments we choose to incorporate into our office can truly help us to provide you the best treatment available today.

3. Do They Follow A

Consultative Approach?

Something that orthodontists may have in common is the approach they take concerning your orthodontic treatment recommendations. A transactional approach may be necessary, but a consultative approach is still highly recommended. In a transactional approach, you arrive at the office for an initial visit and sit down in the chair. The orthodontist simply looks at your teeth and makes a final recommendation on which treatment option is the correct solution. Little consideration is given to your budget, your treatment preferences, or your lifestyle. Your choices are limited to whether you will choose to receive treatment or not. No other options are given!

A consultative approach, on the other hand, includes your voice in the decision-making process. The orthodontist takes the time to listen to your concerns and explore your reasons for seeking orthodontic treatment. After listening, he or she will thoroughly examine your teeth, take and review x-rays, and then discuss all the options that are appropriate for you. Ultimately, the orthodontist relies on your feedback to come to a conclusion on which treatment he or she views as the best solution for your specific situation. If an orthodontist offers only one treatment recommendation, he or she should be able to explain the medical reasons behind the limitations.

At Burrow, Welchel & Culp Orthodontics,

we prefer to take a consultative approach. Each individual is unique, and we are honored to help you fully understand the extent of your orthodontic needs. We also prefer to take the time to explain how certain treatment options may have more benefits than others, depending on your situation. Each patient gets a personalized diagnosis that is created by all of our board-certified orthodontists; something unique to our practice!

When you are ready to experience a truly consultative approach to orthodontic treatment, we humbly invite you to contact us at (704) 334-7202, or request an appointment at www.charlotteorthodontists.com



4. Do They Treat

Children & Adults?

Orthodontics is not just for kids! While most of our patients are children or teens, we still treat adults every day. Adult treatment can create unique challenges at times; thus, it is important to know that your orthodontist has the experience and confidence to treat patients of any age. 30% of the patients we see at Burrow, Welch & Culp Orthodontics are adults. Many of our adult patients come in to be

educated on the importance of a healthy smile and how it impacts their overall self-esteem, or how orthodontics can attribute to the longevity of their dentition and periodontal health. Others choose to discover (or re-discover for those that didn't wear their retainers as teenagers) how clear braces or clear trays can transform their health and appearance over time.





5. Do They

Respect Your Time?

When you find an orthodontic office that leaves you feeling cared for and at-ease, that doesn't mean you want to spend all your time there! When researching a new orthodontist, ask what his or her scheduling policies are. Also, ask if they reserve time in their schedule for last-minute emergency appointments. In addition, consider how long a typical appointment time slot is and whether it leaves time for a thorough exam and any follow-up questions you may have. Avoid offices that double book appointments as that may mean they expect cancellations. When an orthodontist doesn't reserve enough time for each patient, appointments can end up running late. That translates to you having to stay in the waiting room for up to an hour in

certain cases!

Burrow, Welchel & Culp Orthodontics respects your time and busy schedule, and we make sure that your appointment time is accurate and that you are promptly seen upon arrival. We never double book appointments, and we always ensure that plenty of time is allotted to every patient. We want everyone who sees our doctors to have plenty of time to get all their questions answered, without making the next patient wait unnecessarily. That's our Burrow, Welchel & Culp Orthodontics promise!

6. Do They Offer

Emergency Appointments?

As anyone who has had braces understands, some minor discomfort can occur from time to time. Most orthodontists will provide extra adjustments free of charge if wires have shifted and are now poking your cheek. Nonetheless, it is always best to ask about this at the outset instead of incurring charges you weren't expecting.

At Burrow, Welchel & Culp Orthodontics, we understand that broken brackets may occur, even if you are trying to be careful. For this reason alone, we do not typically charge for repair appointments, although there may be additional charges in case of excessive breakage. That said, if you do

your best to avoid breaking your braces by following simple dietary guidelines, there should be no additional costs for extra adjustments or repairs throughout your treatment, even if it's an emergency.

In fact, we take it one step further! At the time of your banding, you will receive the doctor's personal cell phone for emergency situations. If the office is not open, you will always have a doctor to consult - on many occasions, they can meet you after hours to fix the problem!

Typically, at Burrow, Welchel & Culp Orthodontics, you should have no additional costs for emergency treatment.





7. Is There A Complimentary

Exam On The Initial Visit?

Most orthodontists offer free examinations for new patients, that way you and your family can get expert advice about treatment needs, options, and timing before making this important investment. During your first exam and consultation, be sure that your questions are answered, your concerns are addressed, and you are being educated about all your treatment options. The orthodontist should include digital x-rays during the exam at no extra charge.

Call (704) 334-7202 to schedule your Complimentary Smile More Consultation today!

8. Does Their Fee

Include Retainers?

Each orthodontic office has its individualized fee schedules, and doctors often charge differently for procedures. All orthodontists should offer you a contract that clearly spells out the expenses for your child's treatment before it begins. There should be no "hidden fees" that are

only exposed after treatment has begun. Throughout the orthodontic industry, it is common to find out about retainer fees after you start treatment. Since you are reading this report, you can and should ask your orthodontist about the cost of retainers as well as any other hidden fees.





9. When Should I Bring

My Child In For A Visit?

If you are researching orthodontists for your child, you may be wondering how old your child should be before scheduling an initial visit. The American Association of Orthodontists (AAO) recommends that every child be seen by an orthodontist at or before the age of 7 to rule out potential problems that would be much more difficult to correct later in life. Most children do not need orthodontic treatment at this age, but it is still important to rule out these

potential issues as early as possible. During the initial complimentary exam, an orthodontist is often able to give guidance and advice regarding the future timing of treatment, as well as strategies to prevent future extraction of permanent teeth.

If your child is older than 7, or if you are looking to schedule an appointment for yourself, that's great! Orthodontists are trained to transform the smiles of patients of every age!



10. Do They Have

A Great Reputation?

Today, it is extremely easy to pull up ratings and reviews on the Internet left by patients. Simply go to Google and search for orthodontist reviews and ratings in your town. At the time of this report, you will see that we have hundreds of reviews on Google posted by our patients, and we are currently at a 5-star rating.

"Everyone in this office is so nice every single time we come! They are also organized and on time throughout each appointment! Highly recommended!"
~Rain N.

11. Bonus: Do They Have

Flexible Payment Options?

Once you know specifically which orthodontist you want to treat you or your child, the next question typically is this: "How much is this going to cost and how am I going to pay?"

At Burrow, Welchel & Culp Orthodontics, we provide different payment options that maximize the most insurance benefits, support flex spending accounts or allow interest-free payment plans. During the initial exam and complimentary consultation, we will answer all your questions, which covers the typical cost of braces and the variety of payment options available.

10% Military & First Responder Discount — We are grateful for the service members and first responders who work to keep us safe. To show you our gratitude, Burrow, Welchel & Culp Orthodontics offers a 10% discount (up to \$500 off) on orthodontic treatments received by service members, first responders, their spouses, and children. Simply show us your military

or first responder ID when you come to your first appointment, and we will be happy to apply your discount!

5% Pay-in-Full Discount — You can receive a 5% discount on any remaining balance that you choose to pay off in full.

Multiple Family Member Discount

- To make orthodontic treatment as affordable as possible to families, we are happy to offer a Burrow, Welchel & Culp Orthodontic Family Discount. This discount will vary based on the type of treatment that is needed, so be sure to ask about it during your initial visit!

Same-Day Savings — You will receive a discount from the cost of your braces, Invisalign, or other orthodontic treatment if you choose to begin treatment on the same day as your initial consultation. This discount will vary based on the type of treatment, so be sure to ask about it when you call to schedule your initial consultation.



Closing Letter from the Doctors

Dear Friend,

We hope this report has helped you learn more about orthodontics in general, and we hope it has shown you how Burrow, Welchel & Culp Orthodontics can help you or your child. To accomplish our mission of serving others, we would be honored and grateful to meet with you and learn more about how we can potentially help transform you or your child's smile.

We simply want to answer your questions, address your concerns, and have you experience Burrow, Welchel & Culp Orthodontics first-hand to see if you could see yourself choosing us for your treatment. In fact, you or your child may not even need treatment. We will share with you our expert recommendation based on our years of experience, advanced diagnostics, and thorough analysis. If we are not the right fit for you, that's okay. We can still part as friends.

While our awards and media networks we have been featured on may seem impressive, our greatest source of pride comes from transforming smiles and lives every day.

Granted, there may be other things you should know before choosing your orthodontist. In fact, we are sure we could have easily doubled the length of this report. But rest assured, we are always here to answer your questions, even if this report has not.

Sincerely,

The Doctors of Burrow, Welchel & Culp Orthodontics

P.S. When you are ready to schedule your Complimentary Smile More Consultation, simply call (704) 334-7202 or go to www.CharlotteOrthodontists.com. We certainly recommend you do your research, but ultimately, you have to trust and feel comfortable with the orthodontist and the type of treatment you decide on.

