

Patient information

Lost Retainer Information

Liverpool University Dental Hospital

If you have lost your retainer, a charge of £65 now applies per retainer. This charge is to be paid before impressions are taken for your new retainers to be made.

Whether you are attending a broken brace appointment or an appointment with your regular Orthodontist, please follow these instructions to ensure your new retainers can be made as quickly as possible. The longer you leave your retainers out, the greater the chances are of your teeth moving.

Payment via debit/credit card - please call the cash office in The Royal Liverpool Hospital to make payment.

Tel: 0151 706 2790

Textphone Number: 18001 0151 706 2790

Cash payment - Please visit the cash office (General Office – first floor) in the main foyer of The Royal Hospital to make payment

A receipt number will be given when making payment, please keep a note of this as you will be required to give it to your Dental Nurse/Orthodontist before impressions can be taken.

Please call or visit The Dental Hospital with your receipt number to book your appointment on the Broken Brace clinic or with your Orthodontist if this is what has been previously agreed.

Broken Brace

Tel: 0151 706 2000 Extension 5022

Text phone number: 18001 0151 706 2000 Ext 5022

When booking into broken brace clinic, you will be asked for your details and the receipt number. A suitable appointment will then be given to have a new set of impressions taken; you will be then be booked back in to have your new retainer fitted. Retainers are not fitted the same day as impressions are taken.

We do not charge for broken retainers. If you have broken your retainer, you will be asked to bring your broken retainer with you. If you do not have this at your appointment, you will be given the option to re-book and bring it in or to pay for a new retainer.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated

Further information

If you need have any questions please contact the Liverpool University Dental Hospital

Tel: 0151 706 2000 Ext 5022

Text phone number: 18001 0151 706 5022

Author: Liverpool University Dental Hospital

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعة الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پنیوندیدار بهو نهخوشانهی لهلایمن تراستهوه پهسهند کراون، نهگهرا داوا بکرنیت له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیللی موون و ئهلیکترۆنیکي هیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.