



Dear Patients,

Update – we are making appointments in our offices. We are very excited to see everyone! Our daily schedule has to contain fewer patients to adhere to safety rules and distancing, but we're working diligently to see everyone as soon as possible. As always, if you have concerns or an orthodontic emergency, please contact us.

Walk-Ins are not permitted at this time.

Patients with appointments must call from the car.

Our number one priority has and will always be the safety of our patients and families, our staff, and our community. The Covid-19 pandemic has necessitated a number of changes to our office protocols. We are reviewing on a regular basis, with multiple resource centers (CDC, ADA, AAO, MDA, Department of Public Health), the most up to date guidelines and implementing them into our practice to ensure everyone's safety.

To that end, we want to share with you some of the changes we will be introducing:

- 1. Prior to the visit AND the night before, please have the patient brush their teeth at home, as our hygiene area will be temporarily closed.**
- 2. Call or text us upon your arrival in the parking lot.**
- 3. Please wait in your car and we will notify you when we are ready for your visit.**
- 4. Please escort the patient to the entrance of our office. At that point an office "screener" will greet you and review a short questionnaire. Current guidelines advise limiting the number of people in our office facility. We ask that the patient come in by**

- themselves. If this is not possible, one adult ONLY may escort them (sorry, no siblings may accompany them at this time)**
- 5. Have the patient wear their face mask from home when they come into the office.**
 - 6. A team member will take a temperature prior to entering the office. Anything above 100.4 will require rescheduling.**
 - 7. Following the patient's appointment, the patient will replace their face mask and return to the car. Please call us from the car to schedule the next appointment. We ask for your flexibility and cooperation as appointment times are limited by the safety rules.**

We apologize in advance for the fact that we may have to change your appointment date and time, due to the changes required by the current situation.

For the near future, our reception area will be converted to a pre-treatment screening area. All refreshments, magazines, toys and other such items will be removed. You may want to bring an extra layer of clothing as the office will likely be cooler.

Our team members will be wearing additional PPE (Personal Protective Equipment) as advised by the American Dental Association and other organizations.

In light of our desire to avoid the creation of aerosols, some procedures will be postponed for the time being. When it is deemed appropriate to resume said procedures, we will make that known, and can schedule an appointment for you.

We appreciate your assistance and understanding in helping us implement these new measures. As stated in the opening of this communication, SAFETY is our number one priority.

Should you have any questions, please feel free to contact the office and one of the doctors will gladly speak with you.