

May 4, 2020



Dear Valued Patients and Families,

We are writing to inform you that we will begin gradually reopening our orthodontic clinics on May 6th. We are eager to resume patient care in our offices and want to share some important changes we have made to increase safety for our patients, staff, and community during the ongoing pandemic.

- Please call to notify us when you have arrived in the parking lot. If a clinic chair is not immediately available, we will ask that you wait in your vehicle and provide a phone number we can reach you at as soon as a chair is open. This will limit waiting room use.
- In order to limit the number of people in the building, we ask that parents and other companions please wait in the car, whenever possible. For visits requiring the presence of a parent or responsible party, we ask that only **one** adult accompany the child. Patients should wear a mask into the office or one will be provided. Anyone accompanying the patient will be screened at check-in, asked to wear a self-provided mask, and expected to observe safe social distancing from other patients and staff.
- The patient check-in process will include screening questions and having your temperature taken. Patients who arrive with a fever or displaying any signs of illness will be asked to reschedule their appointment. **If anyone in the family has been exposed to COVID-19 or has any symptoms of illness whatsoever – even if mild – please stay home!** Our ability to remain open relies on the health of our patients, doctors and staff. Please be cautious and help us prevent the spread of illness.
- Our brushing sinks will be closed. Please brush and floss at home before appointments.
- Parents waiting in the parking lot will be provided with a written appointment summary completed by the doctor and assistant at the conclusion of the appointment. This communication will include information about what was completed at the appointment, any treatment updates, and a suggested timeframe for the following visit. **Please call to schedule follow-up visits ASAP to ensure availability.**
- Finally, please understand that we will be unable to maintain our previous schedule. Appointments will be staggered and spaced out in order to limit the number of people in the office at a given time. Our schedule has been redesigned with safety in mind. Please be patient; we are doing our best to see everyone in a timely manner, and we apologize for these delays.

In the coming days and weeks we will be contacting you by phone to reschedule your appointment. All appointments will be rescheduled in the order they were cancelled. To help speed up our rescheduling process and avoid overwhelming our phone system, please be patient and wait for our call. We thank you for entrusting us with your family's care and we look forward to seeing you at your next visit.

Sincerely,

Your DHA Ortho Team