



Dear Patients, Families and Friends,

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines **on June 1<sup>st</sup>!**

You will see some changes within the practice; however, one thing has remained the same: **our commitment to your safety.**

Infection control has always been a top priority for our practice, and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

**You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:**

- Our office will communicate with you beforehand to ask some health screening questions. You'll be asked to fill out a form electronically with those same questions again prior to entering the office for your appointment.
- We will perform temperature checks for all patients before entering the clinic area.
- We are limited in the amount of patients we can see in a day so being on time for your appointment is very important. If you are late be prepared to reschedule.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will currently no longer have seating available in our reception room. Patients will be asked to wait outside of the office 6 feet apart and will be invited in for their appointment.
- Only the patient will be allowed into our clinic area for their appointment. Family and friends must wait outside. If you are parent of our patient, please have your child enter with a phone to allow you to face-time during the appointment.
- Patients are required to wear a mask at all times in the office and will only remove their mask to perform the procedure.
- We will currently not have a tooth brushing station so please brush your teeth prior to arriving for your appointment.
- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed, along with hand washing stations.
- Our team will be wearing different protective equipment than you are used to seeing and there will be new protective barriers placed throughout the office.

We are aware all of this change can be overwhelming, especially to our younger patients. We have put together a video to show you what the office will look like and how the staff will be dressed.

We recognize some of you will be anxious to schedule an appointment, while others will be hesitant. Our office will be contacting you on a priority basis to schedule your next visit. We are limited to the number of patients we can see in a day. We will be currently extending our hours from **7:45 am- 7 pm** to accommodate patient care while still maintaining social distancing. For those of you that are candidates for virtual appointments we encourage booking a virtual appointment.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Haney Orthodontics Team