

# Welcome Back!

(8-10-2020: Please stay tuned as we will update this message as appropriate.)

We are back in full swing and love seeing your smiling faces! We want to keep you updated on our ever-evolving COVID-19 protocols.

Before we see you or your child for the next visit, here are some things you should know:



The American Association of Orthodontists (AAO) as well as the Centers for Disease Control and Prevention (CDC) recommend that every patient be screened for COVID-19 exposure and/or symptoms. A team member will screen all patients prior to entering the clinical area, which may include taking the patient's temperature. If anyone in your household is sick, has any COVID-19 symptoms, a recent suspected exposure to COVID-19, or recently returned from a geographic hot spot, please take some time before scheduling your visit with us. We're happy to wait until you and your family are healthy!



Both our Tanasbourne and Forest Grove offices will remain open Monday through Thursday for the time being. This will allow us to continue to see only a few patients at a time to reduce the number of people in the office and allow us to practice appropriate social distancing.



**When you arrive for your appointment, please wait outside our front door on the markings.** No need to call, our team will be out to greet you. We kindly ask for patients only inside the office so we can practice safe social distancing. Parents are more than welcome to wait in the car or, for our Tanasbourne patients enjoy a delicious beverage at Insomnia Coffee ☺ In addition, all patients entering the building must wear a mask.



Our offices have been re-engineered for the highest level of safety. You will see plexiglass barriers at the front desk and between closely positioned treatment chairs. We have removed magazines and toys and our coffee and water stations remain closed. Our staff and doctors may even look a little funny—we need to wear extra gear for certain procedures. We promise it's still us under there! In addition, our brushing station will remain closed to prevent the creation and spread of aerosols **so brushing and flossing before you arrive is strongly encouraged.** We may offer you or your child a dental mouth rinse before being seated.



Upon completion of your appointment, our staff will escort you or your child to the reception area to schedule the next appointment or back out to the car. Our team is prepared to complete many tasks via text, email or phone-- you may schedule next appointments, request treatment updates, and make payments from your car, home, or workplace. We appreciate your patience as we navigate this new normal—as we all know our front desk team is **AMAZING** but remember they can only help one person at a time.



It is an **honor** to treat each and every one of our patients and we take the trust you have placed in us seriously. Every member of our team is undergoing daily health screenings and temperature checks prior to reporting to work. We are all fully trained on caring for patients using universal infection control precautions as outlined by OSHA.



While we have **ALWAYS** followed universal infection control precautions, we want to remind you that every treatment area is cleaned and disinfected between every single patient, all instruments are sterilized and are for single patient use, and all doctors and assistants wear the appropriate personal protective equipment (PPE) as recommended by the CDC. We even have a dedicated sterilization technician and outside professional cleaning service to ensure our offices are extra sanitized!

We look forward to seeing you soon!

Darcy, Lauren, and our fantastic team