



## We Are SUPER Excited To Be Seeing Patients With Appointments!

Please carefully read the following information. Our office, like all dental offices, is making changes to help protect our team, our patients, and their families.

- 1. Be patient:** Your treatment is extremely important to us. Due to changes from our health officials on how we treat patients, we will have a limited number of appointments available each day.
- 2. Screening:** Notify our office if you/the patient or a family member has signs or symptoms of respiratory illness (fever; cough; shortness of breath; persistent pain, pressure or tightness in the chest). We will reschedule the appointment until you/the patient/the family member has recovered from the respiratory illness. We will be taking the temperature of each person entering the office. Please do not drink anything hot/cold within 30 minutes of your appointment. No one with a temperature of 100.4 or higher will be able to enter the office.
- 3. Arrival for appointments:** When you arrive for your appointment, remain in your car. Text us at (404) 343-0677, your/patient's name and that you have arrived. Our team will then text you when your/patient's chair is ready.
- 4. Entering our office:** In order to minimize exposure for you, our patients and our teams, we are requesting that only patients with a scheduled appointment enter the office. Parents, siblings, family members and friends are asked to wait in the car. If this is not possible, we ask that only one additional family member accompanies them into the office. Please feel free to walk with your child to the front. For patients coming for their consultation appointment, we ask that only one additional family member accompanies them into the office.
  - Any family member entering the office with the patient, must be wearing a mask. The patient is not required to wear a mask to be seen for their appointment. Due to limited supplies of PPE, our office will not be able to provide masks.
- 5. Brushing your teeth:** Please brush and floss prior to your appointment as our brushing stations will now be hand washing stations.
- 6. Scheduling next appointment:** For our patients requiring a family member to help schedule their next appointment, after completion of the appointment our team will contact you to make the following appointment.
- 7. Loose/broken/missing braces, metal buttons, metal bands, metal hooks:** Please check to see if your braces, metal buttons, metal bands, or metal hooks are loose/broken/missing prior to your appointment and notify our team as soon as possible.

### What our office is doing?

1. We continue to adhere to the proper protocols for sterilizing, disinfecting and cleaning all instruments and equipment involved in patient care.
2. We continue to wear personal protective equipment (PPE) that protects both our patients and our team members.
3. We are screening our team members daily for signs and symptoms of respiratory illness as well as taking each team member's temperature.
4. We are constantly disinfecting surfaces that are commonly used by anyone entering the office.
5. Our treatment chairs have always been over 6' apart.
6. We continue to minimize the production of procedures that produce aerosols as well as work hard to reduce the amount of aerosols produced during certain procedures.
7. We have removed all magazines as well as closed the movie room, and the game room.
8. We are using a "fogger type" disinfectant system (similar to the ones used on the airlines) to disinfect all high touched surfaces of the office.

We are very thankful for every one of our patients, and this time away has only served to make us even more thankful for each of you. We ask for your patience and understanding as we focus on getting each of you back on track with your orthodontic treatment.

Sincerely,

Dr. Cox and the Brookhaven Orthodontics Team

404-343-0677

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