



## Exciting News - Rescheduling Orthodontic Appointments – IMPORTANT New Protocols

Dear Patients & Families,

We hope this letter finds you and your family in good health and spirits. As our community is progressing through this time of uncertainty, we are all looking forward to brighter days ahead and resuming our “normal” routines. While many things have changed, one thing has remained constant: our unyielding commitment to the safety and well-being of our patients and team.

We are happy to share with you that the California Department of Public Health has recently eased the restrictions imposed in March advising only treating urgent care patients. Our front office team will soon be reaching out to reschedule patients. We plan on a graduated “soft” reopening for certain procedures starting May 18, 2020 with June 1, 2020 as our goal to open with our full range of appointment procedures. At your next visit, you may notice a few changes as we **update protocols to contain the spread of COVID-19.**

### Infection Control Protocols

The application of evidenced-based universal infection control measures has always been a top priority for our practice and we will continue to follow the latest recommendations from the Centers for Disease Control. As you approach your next appointment, these are a **few changes you may notice:**

- Our office will communicate with you beforehand to ask some **requisite screening questions via an online questionnaire to confirm that patients are healthy enough to proceed with their planned orthodontic visit.** Patients will be asked those same questions again upon arrival at the office as well as have their **temperature taken.** We request your kind understanding if we need to reschedule your appointment secondary to concerns about your health and well-being (positive answer to questions or temperature over 100.4F). **A second form, the Covid 19 informed consent** will also need to be completed prior to your appointment. **Both forms can be found on our website at drmichelleg.com under patient information.**
- We are asking that **all patients please brush and floss your teeth at home prior to your appointment as our brushing station will be closed.**
- We have hand sanitizer available for your use when you enter the office. You will also find some all about the office for your use as needed. We continue to encourage **hand washing upon arrival** at our office and you may use our patient bathroom for this purpose.
- Please note **anyone entering the office must wear their own face covering/mask including children.**
- We will be **regularly cleaning and disinfecting hard surfaces** in the reception area including door handles. We have also increased the frequency of professional cleanings performed in our office.
- You may see that our waiting room is not currently offering magazines and children’s books to peruse since those items are difficult to clean and disinfect. We hope to replenish these items for your continued comfort when it is safe to do so.

- **Appointments will be managed to allow for appropriate social distancing between patients.** We will be limiting the number of patient chairs. We appreciate your continued understanding with respect to the availability of certain types of appointments. **We do plan to open more days to accommodate.**
- To limit the number of patients in our office we kindly request that **only patients enter the office or one parent with a young child. Parents please wait outside or in the car with your cell phone ready to take our call as needed for treatment updates and next appointments.**
- A team member will greet patients at the top of our office stairs, ensure that both online forms are completed, re-ask health screening questions and scan temperature. We will then escort patients to wash their hands and do a pre-procedural mouth rinse with 1.5% hydrogen peroxide to help minimize any viral or bacterial transmission in the saliva as recommended by the American Association of Orthodontists.

## Appointments

If we need to reschedule a postponed appointment since March 16, 2020, we will contact you over the next couple of weeks to arrange new appointments. If you do not hear from us or do not have a future appointment, please contact our office at **415 456-3893 or email us at [frontdesk@drmichelleg.com](mailto:frontdesk@drmichelleg.com)**

We are unable to provide orthodontic treatment to anyone who is a confirmed COVID-19 case, is suspected to have COVID-19 or has come into contact with a confirmed or suspected COVID-19 case. If you are unsure, or even if you have cold and flu-like symptoms, please contact our office to reschedule your appointment. It is safer for our clinic and the community as a whole, if we defer your appointment by a few weeks, where there is even the slightest potential for COVID-19 transmission.

We thank you in advance for your compliance and consideration during this unprecedented and challenging time for all of us. We are diligently working to prepare our office to safely return to patient care. Thank you for continuing to entrust your orthodontic care to our experienced team. We sincerely appreciate your trust and loyalty and look forward to welcoming you back to our practice.

Wishing you healthy and happy days ahead!

All the Best,

Michelle J. Gonzalez, DDS & Team (Irene, Jet, Sue, Amy, Lena and Shoreh)