



## Dear Patients,

**WE SINCERELY HOPE THAT DESPITE EVERYTHING THAT IS GOING ON, YOU STILL FIND PLENTY TO SMILE ABOUT!**

We certainly do! Mainly because you are all amazing! We wanted to thank you for your patience, good wishes and words of encouragement over the past weeks and months. Even if it might not always seem like it, we believe that the not-too-distant future has better days in store for us!

With Covid related restrictions being loosened, we are excited to share some updates from our end. We have and will continue to contact patients that had appointments cancelled during the pandemic to get you back on track. If you have anything loose or broken, we ask that you text or call the office so we can schedule your appointment accordingly.

We put a lot of time into preparing for the "new normal". We increased our already stringent cleaning and sterilization protocols, trained our team in the proper use of PPE, lightened the patient schedule to ensure social distancing, re-arranged part of our office, and much more.

**TO AVOID RECITING OUR 27 PAGE INTERNAL COVID PROTOCOLS AND PROCEDURES DOCUMENT, HERE IS WHAT IT MEANS FOR YOUR UPCOMING APPOINTMENT:**

- **Complete online forms:** The morning of your appointment, you will receive a text message or email from one of our team members prompting you to complete our Health / Wellness Questionnaire and an updated consent-to-treat form. Everyone who has an appointment will be required to answer these screening questions so that we can best protect our team and other patients. If you have any difficulty completing these digital forms, a parent must be present during our Wellness Check.

- **Stay in your car:** Upon arrival at our office, please stay in your car and text (preferably) or call us at 856-663-4881. Once the treatment room is ready, we will contact you to come into the office.
- **Wellness Check:** A team member will meet you outside the office to conduct a Wellness Check. We will take your temperature using a touchless thermometer. If your temperature is over 100 degrees F, we will have to reschedule your appointment.
- **Minimize people in the office:** Only the patient that is being treated should enter the office. The only exception will be if a patient requires assistance. Please no other family members or friends.
- **Wear a mask:** We ask that everyone entering the office please wear a mask. If you do not have your own, we will provide one. Please use the provided hand sanitizer when you enter.
- **Social distancing:** Please maintain the 6-foot social distancing guidelines when not seated in the treatment chair.
- **Brush teeth at home:** You will not be able to brush teeth in the office, so please brush your teeth before coming to the office.

YES, our smiles will be hidden behind masks; yes, it will feel different with less people in the office and no, we will unfortunately not be able to hug you.

BUT, we will still strive to be the best part of your day! It is our privilege to be your smile artist, and we encourage you all to pass on your smile to everyone who needs one! Now more than ever!

We are so looking forward to seeing you again soon! If you have any questions, we are just a phone call/text away.

Air Hugs,

Dr. K, Toni, Linda, Stacey, Laura, Maria, Brittany, Gianna, Angela and Sophia :-)

