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First and foremost, the health of our patients, staff, and families is our number one priority. As a locally-owned small business and healthcare facility trusted with the care of thousands of members of our community, we continue to closely monitor the COVID-19 situation and implement best practices to keep our team and visitors safe. As we prepare to reopen our doors to in-office patient visits, we have made several revisions to our processes in order to support social distancing and create an environment in which our patients and families can feel confident coming to their appointments.

PATIENT SCREENING

For the safety of all parties, every patient presenting for an in-office visit will be required to complete a supplemental health questionnaire. We will have paper forms available, but to minimize communal contact items **we kindly request that you complete the questionnaire online the day of your visit.** Instructions and links will be sent out prior to each appointment. If any symptom-positive answers are marked “yes”, we will need to reschedule your appointment to a future date. Additionally, we will be taking temperatures of all individuals entering our office as well as having all individuals immediately wash their hands or use provided hand sanitizer.

VIRTUAL WAITING ROOM

In addition to continuing to follow the highest standards of infection control and increasing the frequency in which we wipe down and sanitize common areas, we will be implementing a virtual waiting room policy for the foreseeable future. When you arrive to our office for your appointment, **please stay in your car and notify us via text or phone call.** We will let you know when we are ready for you to come into the office. We request that adult and teenage patients enter the office alone and that children are accompanied by one adult. Of course, we are happy to update you on the treatment progress of your child with a phone call or email after the appointment is complete. Our toothbrushing stations will also be temporarily closed to minimize contamination, so please brush and floss at home before your appointment.

SUPPLEMENTAL INFORMED CONSENT

Despite all the measures we are taking, there is still a chance you could be exposed to an illness in our office, just as you might at your gym, grocery store, or favorite restaurant. Due to the nature of the procedures we provide, it is not possible to maintain social distancing between our patients, our orthodontists, and our staff at all times. Although the risk of exposure is unlikely, we will also have each patient presenting for an in-office visit to review and **sign a supplemental informed consent** accepting the risk of treatment.

Thank you for your understanding and support as we continue to monitor and respond to this evolving situation. The safe care of our patients is our priority and our goal is to provide a safe respite from this pandemic. We will continue to update these policies as new information is collected and as local, state, and federal government recommendations or mandates are revised. If you have other questions regarding your appointment, our office policies, or if there are other ways our office can be a better community partner, please do not hesitate to contact our office. We want to be available to you, your family, and our community in this time of need.

-DR. TIMOCK, DR. WIRE, AND THE TFO TEAM

