

4/28/2020

Dear Patients

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. Unless we hear otherwise from government officials, we plan to reopen our offices on May 4<sup>th</sup>. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

Our staff and doctors will be interviewed daily for flu like symptoms and their temperatures will be taken first thing upon entering the office. Staff with flu like symptoms will be instructed to stay at home to protect our patients and staff.

Our staff will be calling you to schedule you appointments in the order they were canceled. Only the First Colonial Road and General Booth offices will be open during the first 2 weeks. We will be scheduling all patients to these 2 locations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Please arrive 10 minutes early and a staff member will meet you in the parking lot to give you instructions and information on what to expect. Please wear a personal mask to your visit.
- Patients will be asked some screening questions and all patients will have their temperatures taken. If >100.4 degrees your appointment will be rescheduled.
- Only patients will be allowed in the office. Family members please remain in your cars. Our staff and doctors will communicate with you by text or cell phone.
- We have hand sanitizer that we will ask you to use when you enter the office.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- Clinical staff will be wearing gowns, surgical face mask and face shields.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at 428-1110 or visit our website at [www.vbortho.com](http://www.vbortho.com).

Here is an informative link from the American Association of Orthodontist. [My Orthodontist's Office Has Reopened. Is It Safe to Go?](#)

Thank you for being our patient. We appreciate your understanding and patience during these unprecedented times. We value your trust and loyalty and look forward to welcoming you back.

Sincerely,

Drs. Savage, Sabol & Visser Orthodontics