
It's A New Normal

What to Do Before you arrive:

- Brush your teeth THOROUGHLY at home
- Our tooth brushing stations have been currently converted to hand-washing stations to eliminate transfer of bacteria or viruses and to prevent formation and spread of respiratory and oral droplets.
- Wear a mask, bandana or a scarf to your appointment (**must have a face-covering to enter the office**)
- Do not drink anything very cold or hot before you arrive. We will be checking your temperature with a forehead scanner to determine if you have a fever of 100.4 or greater. If you should feel poorly or have a temperature, we will reschedule your appointment.

Arrival Protocol:

- Text our office at **888.401.7147** and let us know that you have arrived. Stay in your car. Let us know where you are parked and the color/make of your car.
- We will record your mobile number and call or text you when we are ready for you or your child's appointment.
- Our Check-in/Triage Concierge will come to the car (or we will ask you to come towards the building lobby doors) so that you can sign a Release to Treat in this COVID pandemic period. Patients must wear a face covering (a mask, bandana, or scarf) to come into the building.
- We will escort you or your child to the Entry Triage Station (right by the entrance doors to our office) where we will record patient temperature, ask and record a few health questions, and provide hand sanitizer. Concierge will then direct the patient into the office and take them to the clinical/treatment area.
During the appointment, a patient will be asked to use a hydrogen peroxide (peroxyl) or another antiseptic oral rinse, which helps bring down the amount of germs and viruses in the mouth to a lower level.
- We ask that the patient proceed to the clinical area unaccompanied by a family member except under special circumstances

**Note: We ask that parents remain in the car to minimize the number of people in the office and waiting room. This will assist us in meeting our social distancing etiquette and infection control requirements. Should a parent accompany a child into the office, temperature and health questions will be performed and recorded with the parent companion as they were with the patient. As you know and remember, we've always loved inviting parents into our office and the clinical area and inviting patients' siblings or friends into our game room. However, current guidelines prevent us from allowing this until further restrictions are lifted. Parents may not come back into the clinical/treatment area (unless under very specific circumstances) and would be directed into one of our chairs in the reception room if they would like to stay and wait in the office.*

Dismissal from Appointment:

- The scheduled procedure will be performed
- Your orthodontic clinical technician will share information about today's appointment with our Concierge to update the parent, or the clinical team member will call the parent to update them directly.
- We will ask the patient and/or parent to call the office to schedule their next appointment. Depending on the situation appointments may also be scheduled directly with our scheduling coordinator at the office after the procedure is completed.
- Concierge will escort the patient to the car and update the parent as needed.