



BUCK & JOHNSTON ORTHODONTICS

Specialists in Orthodontics

April, 2020

Dear Parents and Patients:

Dr. Johnston and I would like to bring parents and patients up to date concerning patient care in the current situation. We want you to know that your safety is our highest priority. We are taking multiple steps to mitigate the risks of exposure.

We remain available to see patients who are having problems with their braces or aligners.

APPOINTMENT CHANGES

For now, there is no need to call our office if you have a scheduled appointment. We will send you a confirmation at the appropriate time. Until we resume our normal schedule, we are carefully reviewing each patient's appointment to determine if the visit can be postponed.

Some patients will need to be seen sooner because various appliances need to be monitored closely.

We will contact each patient as necessary. Again, if you have a scheduled appointment you can assume, we will see you, and you will receive a confirmation.

Have no fear, we have not forgotten you! Please help support our staff by letting us initiate the call for possible rescheduling.

SCHEDULING CHANGES

Patients will now be scheduled using a new template designed to facilitate social distancing.

We apologize to some of you for multiple phone calls and reschedules. There is a learning curve for us as we try to adjust to a new way of doing things. To minimize this inconvenience, we have started to schedule patients on some Friday mornings!

PROTOCOLS TO KEEP YOU SAFE DURING YOUR VISIT

Going forward there will be a different feeling at the office. Everything we are doing is designed to increase the social distancing between parents, patients and staff.

Screening

Our current protocol for a patient coming into the office is to take their history, temperature and hand sanitize before checking in. Additionally, we are screening everyone for signs and symptoms of COVID:

- Fever
- Cough
- Sore throat
- Difficulty breathing
- Recent loss of sense of taste or smell
- Muscle aches and/or fatigue

Check in & Waiting room

We're asking everyone to maintain social distancing in the waiting area. Social distancing will be easier because we have scheduled fewer patients and spaced out appointments to limit total people in the waiting area. We are also closing our theater/gaming area.

We ask that only one parent come into the office. *If possible, it would be very helpful for parents who feel comfortable waiting in their cars to do so.* If you feel strongly about being with your child in the office, please let us know when you are scheduling. We will work to accommodate you.

However, we are not allowing parents or guardians into the treatment area.

Treatment Area & Sanitation

Since this virus is primarily spread in micro droplets, we will be doing everything we can to mitigate that at each appointment.

Only 3 patients at a time will be in the main treatment area. Patients will be seated in every other chair. Each chair is sanitized between every visit. The staff will always be wearing a mask and gloves with a patient and changing gloves as needed during each patient visit.

At the brushing area, one patient at a time will brush with a peroxide baking soda toothpaste and rinse with a 1.5% hydrogen peroxide rinse. While a seemingly small step, some evidence suggests it may reduce the amount of virus. Patients will also be expected to wash their hands at the sink.

We recently installed in each of our air conditioning units an air purification system using UV light to kill viruses in the air and on countertops (you can learn more about the REME-HALO at www.rgf.com).

CONCLUSION

Life for all of us has and will continue to change for the foreseeable future. Social distancing, hand sanitizing, self-quarantining, sheltering in, online schooling and many other measures will now be a part of our lives. While there will always be some risk, with the current measures we are undertaking, I am optimistic that the risk of exposure can be reduced.

It is incredibly heartening to see in this time of unprecedented separation that we have come together in so many ways. We are in this together and appreciate your patience.

Dr Johnston and I and the staff will continue to provide you with the excellent care we have always insisted on. We will do it in the safest way we can!

Dr Robert P. Buck