



Hello Jaffe Orthodontics Patients and Families,

We are so excited to begin seeing patients again on **Monday May 11th**. Things will look different here as we are making the changes necessary to protect our patients and our team. While we are excited to re-open our practice, we remain mindful of the guidelines set forth by the state government and CDC. Because of this, we will proceed with an abundance of caution, which will make things look different when you return.

Along with the additional safety precautions and screening measures, we will be restricting how many patients/people we will allow in the office at any time. Because of this, we ask for your patience while we work to reschedule all cancelled appointments as efficiently as possible.

Here are some new guidelines which we ask you to follow to ensure everyone's safety:

- **First and foremost, if you or your child is sick, or if they have been in direct contact with someone who is sick, please call to reschedule.** Unfortunately, we must reserve the right to decline treatment to any patient who fails to meet screening standards. Please help us to avoid this potential situation.
- For the foreseeable future, when you arrive for your appointments, we will be collecting informed consents and health questionnaires, and will be screening patients with a touch-less thermometer. **We request that one parent accompany their child to the appointment to sign the necessary paperwork. If a parent is unable to bring their child, please notify us 24 hours in advance, and we will gladly e-mail you the consent for digital signature.**
- We will have a required consent form from the American Association of Orthodontists along with a health questionnaire that will need to be completed and signed prior to being treated for any in office appointment.
- If you or your child are immune compromised or in a high risk category, please let us know in advance. In most cases, it would be best to consult with your physician prior to presenting to our office if any underlying conditions exist.
- When possible, and with the exception of consultation appointments, we will be asking parents and siblings to wait in the car or return home while the patient is being seen. This will be done to limit the total number of people in the office at any given point. If necessary, only one accompanying adult per child will be allowed in the office.
- If needed, we can FaceTime during the appointment, or have a brief phone conversation at the conclusion of the appointment to provide an update. Additionally, if you wish to return home or "run errands" while your child is being treated, please provide a cell phone number so that we can contact you when we are finished.
- If entering our office, a face covering of some sort must be worn.
- Our automated "check-in" station will not be available until further notice. A member of our reception team will check you in after screening is completed.

- We will be significantly reducing the number of patients we will be allowed to see in any given day. In the clinic area, we will be using physical distancing along with partitions to maintain adequate distance between patients at all times.
- We will no longer have our toothbrushing station available. Please have the patient brush thoroughly at home prior to coming to our office.
- Our normal coffee and hot chocolate service will not be available. We encourage minimal use of our waiting room only as needed.
- We will schedule the next appointment for each patient at the conclusion of their visit. If the time and date we have scheduled do not work, please call so that we can better accommodate you.

Again, we have a plan to be as efficient as possible during this initial phase of reopening while keeping you and your family, along with our team safe and well. We share the same goal of continuing to progress with your/your child's orthodontic treatment. We are confident that this will happen for everyone, but as we are facing an unprecedented situation, we do ask for your understanding in the coming months.

We miss you all and look forward to seeing your smiling faces soon!