

**Please carefully read the following information about how our office is protecting our team, our patients, and their families:**

**1. Screening:** Notify our office if you/the patient or a family member has signs or symptoms of respiratory illness (fever; cough; shortness of breath; persistent pain, pressure or tightness in the chest). We will reschedule the appointment until you/the patient/the family member has recovered from the respiratory illness.

**2. Arrival for appointments:** When you arrive for your appointment, please come inside to check-in at the front desk!

**3. Entering our office:** In order to minimize exposure for you, our patients and our team, we are requesting that only patients with a scheduled appointment enter the office. Parents, siblings, family members and friends are asked to wait in the car. If this is not possible, we ask that only one additional family member accompanies them into the office. Please feel free to walk with your child to the front. *For patients coming for their consultation appointment, we invite all responsible parties to accompany them into the office. Masks are optional.*

**4. Brushing your teeth:** Please brush and floss prior to your appointment as our brushing stations are closed.

**5. Scheduling next appointment:** For our patients requiring a family member to help schedule their next appointment, after completion of the appointment our team will contact you to make the following appointment.

**6. Loose/broken/missing braces, metal buttons, metal bands, metal hooks:** Please check to see if your braces, metal buttons, metal bands, or metal hooks are loose/broken/missing prior to your appointment and notify our team as soon as possible. Due to changes in patient care, we may have to reschedule the appointment if our office was not notified prior to the appointment.

**What our office is doing?**

1. We continue to adhere to the proper protocols for sterilizing, disinfecting and cleaning all instruments and equipment involved in patient care.
2. We continue to wear personal protective equipment (PPE) that protects both our patients and our team members.
3. We are constantly disinfecting surfaces that are commonly used by anyone entering the office.
4. Our treatment chairs have always been over 6' apart; however, we have increased their distance to 7' 6".
5. We continue to minimize the production of procedures that produce aerosols as well as work hard to reduce the amount of aerosols produced during certain procedures.
6. We have removed all magazines as well as closed the movie room, and the game room.
7. Installed commercial level filtration systems in our heating and air units to help clean the air in the office.

Please do not be alarmed if our team, and our office looks a little different during this time. Any and all protective measures are provided for the safety of our team and our patients.

We are very thankful for every one of our patients and we will keep you updated as policies change.

Sincerely,

Dr. Cranford and the Cranford Orthodontics Team