

**Our office, like all dental offices, has made changes to help protect our team, our patients, and their families. Please carefully read the following information:**

**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. We will be taking the temperature of each person entering the office. Please do not drink anything hot/cold within 30 minutes of your appointment. No one with a temperature of 100.4 or higher will be able to enter the office.

**2. Arrival for appointments:** When you arrive for your appointment, remain in your car. Text us at (770) 251-4444, your/patient's name and that you have arrived. Our team will then text you when your/patient's chair is ready.

**3. Entering our office:** In order to minimize exposure for you, our patients and our teams, 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 ask that only one additional family member accompanies them into the office.

- Any family member entering the office with the patient, must be wearing a mask. The patient is not required to wear a mask to be seen for their appointment. Due to limited supplies of PPE, our office will not be able to provide masks.

**4. Brushing your teeth:** Please brush and floss prior to your appointment as our brushing stations will be 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 screening our team members daily for signs and symptoms of respiratory illness as well as taking each team member's temperature.
4. We are constantly disinfecting surfaces that are commonly used by anyone entering the office.
5. Our treatment chairs have always been over 6' apart; however, we have increased their distance to 7' 6".
6. 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.
7. We have removed all magazines as well as closed the movie room, and the game room.
8. 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 our team and our patients.

We are very thankful for every one of our patients, and our time away only served to make us even more thankful for each of you. We ask for your patience and understanding as we continue to focus on getting each of you back on track with your orthodontic treatment.

Sincerely,  
Dr. Cranford and the Cranford Orthodontics Team  
770-251-4444 • info@cranfordbraces.com