

Dear Patients and Families,

We have missed all of you and hope that you and your families are healthy and well! We know that many of you had appointments that were canceled due to the state-mandated closure of our office, and we are working diligently to get everyone rescheduled. We haven't been allowed to see patients, but we've definitely been busy preparing for your return!

In addition to following the proven infection control protocols that we've used effectively for many years, we are required to implement additional protective policies and procedures for your safety and for the safety of our team. For upcoming appointments, you will see our team in more protective gear than before, and we will maintain social distancing between patients with the steps outlined below. While changes to our office routines may seem odd to all of us initially, we are confident that we'll all become comfortable with these changes quickly.

Please know in advance that we greatly appreciate all of your efforts in complying with these safety protocols!

Your visit will look like this:

- *You will brush at home* prior to your appointment.
- **Please text or call us when you arrive.** We will call you when we are ready for you to come into the office. While you are still waiting in your car, we will ask you to verbally answer a few questions about the patient's current health and potential exposure to COVID-19.
- *Please bring your own mask and wear the mask when you enter the office.*
- **Please send only the patient into the office.** (If you are concerned about the patient going in alone, please discuss it with us when we call you after your arrival at the office.)
- We will greet each patient at the door, and their temperature will be taken with a touchless thermometer. If the temperature is over 100.4 degrees, the appointment will need to be rescheduled.
- Patients will use hand sanitizer upon entering the office, and sanitizer will be placed around the office to use as needed.
- At the conclusion of the appointment, either *the doctor or an assistant will communicate with the patient and/or parents by telephone or text* about matters such as treatment progress, hygiene and what to expect at the next appointment.

Appointments will be managed to allow for social distancing between patients. We are happy to schedule appointments and discuss payments or any other concerns over the phone before or after visits, but please understand that in order to allow for social distancing between patients, we will not handle the above issues at the front desk until further notice.

If you have any questions or concerns, please email us directly at braces@kirbysortho.com, text us at 425-434-9423 or call us.

We are excited to see your smiling faces!

Dr. Kirby Nelson and Team