
COVID-19 HEALTH PRECAUTIONS UPDATE

Email to patients (sample)

Friday, Mar 13, 2020

During the Coronavirus Health Precautions, we are implementing measures to reduce the risk of infection for our orthodontic patients, family and staff. In addition to our normal disinfection and sterilization, we are disinfecting our reception area and bathrooms every 2 hours.

To allow for social distancing in our reception room, only one parent should accompany a child patient for their appointment. Please do not bring siblings or friends to the appointment during this Coronavirus Health Precautions time. No family or friend can accompany the patient in the treatment area. If you prefer to wait in your car for your appointment, please give your cell phone number to our front desk team and we will call you at the end of the appointment. Additionally, our orthodontic assistants will be happy to escort your child to your car if you prefer.

If you have a fever, please call our office to reschedule your appointment.

Thank you for your understanding and help during this unique infectious disease alert. Our first priority is always the safety and health for our patients and staff.

Here is an overview of the CDC's latest travel recommendations:

Anyone who has traveled to Level 3 Travel Health Notice Countries (China, Iran, Italy, South Korea) is to stay home for 14 days from the time they left a Level 3 Travel Health Notice Country and practice social distancing.

Take these steps to monitor your health and practice social distancing:

1. Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.
2. Stay home and avoid contact with others. Do not go to work or school for this 14-day period. Discuss your work situation with your employer before returning to work.
3. Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
4. Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.
5. Keep your distance from others (about 6 feet or 2 meters).

6. If you have doctor appointment notify the office if you have any symptoms - acute respiratory illness (e.g. fever, cough, sore throat, recent difficulty breathing), or have recently traveled internationally, especially to currently identified Level 3 Travel Health Notice Countries. Your appointment will be cancelled unless it is an acute emergency.

What to do if you get sick:

If you get sick with fever (100.4F/38C or higher), cough, or have trouble breathing:

- Seek medical care. Call ahead before you go to a doctor's office or emergency room.
- Tell your doctor about your recent travel and your symptoms.
- Avoid contact with others.

If you need to seek medical care for other reasons, such as dialysis, call ahead to your doctor and tell them about recent travel to Level 3 Travel Health Notice Country.

As information emerges, we will continue to update you with the latest changes in these after-travel health precautions. Again, we ask that should you be experiencing any symptoms such as fever, cough, sore throat, or recent difficulty breathing, please reschedule your appointment until you are feeling better. Thank you for your understanding and cooperation in this matter.