



May 13, 2020

Dear Patients and Families,

We hope this letter finds you in good health. The Illinois Department of Public Health has recently notified that dental offices may now return to patient care. This includes emergency and elective procedures alike. We will begin seeing patients on Tuesday, May 26. While many things have changed in response to Covid-19, one thing remains the same: our commitment to your safety and well-being.

Infection control is always a top priority for our practice. We adhere to standards established by the American Dental Association (ADA), U.S. Centers for Disease Control (CDC) and the Occupational Safety and Health Administration (OSHA). The guidelines emerging from these agencies are actively evolving and we remain up to date on all new rulings/guidance being issued in real-time.

As your doctor, I am proud to add that our entire staff is composed of vigilant, socially-conscious professionals who behave through informed, sensible decisions. They protect our own safety as a family at Orthodontics By The Lake and absolutely deliver our patients and their families the same vigilant protection through every detail of their daily work. Let there be no mistake, the humans behind the scenes are most imperative to ensuring best practices. I have every confidence in the people who have worked alongside me for a collective 52 years of my 29 years in practice. You are in very good hands, especially in these concerning times. Our personal standards are unfailing.

We are thrilled to get back to seeing all of you and have implemented some changes.

Listed are new procedures and protocols you will encounter:

- 24-48 hours prior to all appointments, the patient phone number on file will be called. It is necessary that we make contact prior to arrival in order to accomplish mandatory screening questions. These will affect anyone entering the office. Those same questions will be asked again upon arrival.
- Please call or text once you have arrived outside the office. We will coordinate your entrance-making sure a treatment chair is immediately available. The reception area will be closed.
- If calling upon arrival to announce a child patient, a discussion can be had to help orchestrate the best solution for dismissing younger patients. We are happy to watch for visual contact through our window before transferring a young patient back into your care. This can be accomplished while we are on the phone with you or through a “knowing wave”.
- Anyone accompanying the patient will be required to wait outside the office (in your vehicle or otherwise) during the length of the appointment. Strict social distancing is being enforced.
- For very young patients or new exams with accompanying parent, please call for special discussion.
- Hand sanitizer is located at the entrance and is required for use by all upon entering the office.

- Each patient's temperature will be registered using a non-contact thermometer upon arrival.
- Upon completion of appointments, please call the office immediately after exiting to schedule your next visit. Our front desk is accepting payment over the phone or online at this time.
- Patient volume will be limited to 3 chairs which are remotely located from one another. It is important to arrive on time; appointments are especially contingent upon one another at this time.
- Patients should brush their teeth at home just prior to arriving at the office. The toothbrushing station will be closed. An alternate rinse system is in practice at this time.
- The restroom will also remain closed for the time being. Please have attending people use the bathroom at home before arriving for appointments.

We will not be performing any procedures that require use of a high-speed handpiece during regularly scheduled, patient-flow hours of operation. In the event of a single bracket repair, we will be using non-motorized instruments to remove residual orthodontic adhesive. Whenever possible, procedures that require the use of a high-speed handpiece will be deferred until a later time. In the event a full de-bond is necessary, we will schedule that singular patient during an off-hour time and will be outfitted in our new specialized PPE for our own protection. These decisions have been arrived at because we are avoiding aerosols and microscopic particles discharging into the air. This is an overabundance of precaution, but we feel it is important at this time.

Finally, our staff will be adorned in new PPE when you see us again. If you would like to familiarize young patients with an expectation of this new look please call the office and we'd be happy to text a photo in preparation of your visit! New signage and practices will be noticed during all appointments. We're very happy with the preparations we've made throughout our office.

We will be contacting you soon to schedule your next appointment. Likewise, please feel free to call us directly. We look forward to seeing you again and are happy to answer any questions you may have. Thank you for being our patients. We value your trust and loyalty and look forward to welcoming you back soon.

Faithfully,
Dr. Barry Walvoord and Team
Orthodontics By The Lake