

May 18, 2020

Dear Greater Madison Orthodontic Patients,

WE MISS YOU! We hope this letter finds everyone healthy, happy and prepared to ease back into semi-regular routines. In the past few months, people all across the world have been affected by COVID-19 and the events triggered by it. As the Safe at Home order lifts and we open our office on **May 26, 2020**, we will move forward cautiously, but with great excitement. Much has changed since we last saw you and we urge you to read through this whole letter to understand how we are keeping you, your family, and our team safe.

**With regards to rescheduling, we kindly ask for your patience.** We had to cancel over 1000 appointments, and we all have a strong desire to get your treatment back on track as soon as possible. We will eventually, but it will not be as efficient as we are used to in our office. In order to preserve the efforts to limit the spread of the coronavirus and continue social distancing, we will have to be very **FIRM in our PROCESSES and PROCEDURES.** They have been well-thought-out and reviewed countless times by Dr. Doshi and our entire team. We have already begun rescheduling patients on a first-canceled-first-rescheduled basis, which is fair, efficient, and will serve everyone with getting back on track. Our office procedures have temporarily changed and will include the following:

**APPOINTMENTS:**

- We have completely redesigned our whole schedule to help mitigate the spread of coronavirus. For this reason, we may have to move your previous morning appointment to an afternoon or visa versa.
- **If you have a broken bracket and do not call to let us know, it is likely that we will not be able to fix the bracket and we will need to schedule a separate appointment.** This is an aerosol creating procedure and we need to make sure we have all the safeguards in place to do this procedure. Also, we must adhere to the strict schedule in order to assure everyone's safety.
- **IF YOU HAVE NOT HEARD FROM US TO RESCHEDULE YOUR APPOINTMENT, PLEASE CALL US.** We followed a meticulous protocol for rescheduling; however, with over 1000 appointments to reschedule, we want to make sure we do not miss anyone. If we do, we apologize deeply from the bottom of our hearts.

**BEFORE YOU LEAVE YOUR HOUSE OR WORK FOR YOUR APPOINTMENT:**

- **Complete our online COVID-19 questionnaire and waiver located on our website <https://greatermadisonorthodontics.com/>.**
- If you answered yes to any of the following, please call to reschedule your appointment:
  - Do you have a fever of 100.4 or higher?
  - Do you have shortness of breath, a dry cough or sore throat?
  - Have you been in contact with anyone who has tested positive for COVID-19 in the past 14 days?
  - Have you tested positive for COVID-19 in the past 14 days?
  - Have you traveled to any coronavirus high risk areas in the past 14 days?

#### ONCE YOU ARRIVE IN OUR PARKING LOT:

- Please call our scheduling coordinator when you pull into our parking lot and give her the best number to reach you. Please, **STAY in your car** until we call you.
- Once we are ready to seat you, we will call the PATIENT in. **PLEASE WEAR YOUR MASK**. If you have a mask from home, please wear that as PPEs are still in short supply.
- Temporarily, we ask that **ONLY the patient** enter the office. If the patient is a young child or a child with special needs, we completely understand if 1 guardian enters and wears a mask.

#### THE WAITING AREA:

- Our Scheduling Coordinator will be SMILING BRIGHTLY underneath her mask.
- In order to maintain social distancing, we have LIMITED the number of waiting room chairs and arranged the furniture in a unique pattern to minimize direct contact with aerosols.
- Temporarily, the RESTROOMS will be CLOSED.
- Magazines and toys will NO longer be available.
- **THE TOOTHBRUSH AREA HAS BEEN REPLACED WITH A HAND WASHING AREA. BRUSH BEFORE YOU ARRIVE!**

#### CHECK IN:

- Our Patient Wellness Coordinator will take your TEMPERATURE with a TOUCHLESS THERMOMETER. If the patient has a temperature of 100.4 or higher, we will reappoint.

#### NEW PATIENTS:

- Although you may not be able to see it under our personal protective gear, we have a big smile and are so excited to welcome you into our energetic, dedicated family.
- If the patient is young and perhaps slightly anxious for their first orthodontic appointment, please prepare them for our new appearance.
- We pride ourselves on our professionalism; however, instead of a hand shake, we will be introducing ourselves with an elbow bump or “air shake” in order to minimize viral/bacterial transmission.

#### CURRENT PATIENTS:

- A Clinical Assistant will direct the patient to a treatment chair that is at least **6 feet away** from another patient.
- At the chair, the Clinical Assistant will have the patient **rinse with a 2% hydrogen peroxide** solution. Some studies have shown that rinsing with a 2% hydrogen peroxide reduce the viral load in asymptomatic patients (carriers).

PPE:

- Every patient care team member will be wearing the appropriate mask for their job and their level of risk. This includes our front desk and our treatment coordinators.
- For aerosol creating procedure, the assistant will wear the proper eye protection and/or face shield as well as the appropriate gown. All safeguards will be in place to mitigate risk to patients and staff.

SOCIAL:

- WE LOVE OUR PATIENTS! We also love to chat with you at your appointment. Our high energy and loving personality are stronger than ever; however, the vibe will feel different initially. Conversation may be reduced to allow for social distancing, minimizing exposure, and securing time for the disinfection of treatment chairs and instruments, etc. Dr. Doshi, being a hugger, will stand awkwardly because she will have to restrain herself from squeezing everyone.

TEAM:

- Each and every team member will be required to have their temperature taken immediately upon arrival at work, and after lunch.
- Any team member with a temperature of 100.4 F or above will need to go home.
- Daily, every team member will answer the same health questionnaire that our patients are required to answer, and will be sent home if they answer YES to any of the questions.

We are so grateful for every one of our patients. You are the life-force of our practice, and this is why we are taking your safety VERY seriously. We understand that many of you may be disappointed as the past few months without treatment has inevitably delayed treatment progress and the estimated completion time. We wish that were not the case; however, as a practice, we will move forward and focus on getting each of you back on track while not exposing anyone to unnecessary risk.

If you have any questions, please feel free to call our office at (608) 274-5714 or email us at gmosmile@gmail.com.

Warmly,



Dr. Siddhi Doshi, Beth, Christi, Inge, Jayne, Lynne, Stacy, Tracy, Venera, Wendy K. and Wendy R.