



*Alexis K. Fermanis, DDS, MS*

June 2, 2020

Dear patients and families of Brooklyn Family Orthodontics:

We hope this letter finds you and your family in good health during this unprecedented time.

New York State is allowing dental offices to re-open for routine orthodontic visits as of June 1<sup>st</sup> 2020. While we are starting to see patients, we are committed to doing so safely and slowly. We will be implementing a number of new infection control procedures and making sure all staff is thoroughly trained in these new safety measures. Patients will be contacted to come in for appointments, either thru email or phone, but we must give priority to those with urgent needs and those that have not been seen since February.

**The new safety check-in procedure includes the following:**

- Prior to your appointment you will receive a supplemental health history about your exposure to COVID.
- Please come to your appointment wearing a mask.
- A staff member will be taking your temperature when you arrive. Please wait in the reception area until you are called back. Keep your mask on.
- Parents are asked to stay in the reception area and only bring siblings if they have appointments as well. If your child can come to the appointment by themselves, we ask that they do so to limit the number of people in the office at one time.

**Please be aware of some of the new safety protocols we are implementing. We will continue to review and revise these protocols with safety in mind.**

- **Paperless office:** We have adopted digital paperwork procedures to minimize administrative contact between patients and staff including registration, consent forms, payments, etc.
- **Screenings:** We will be pre-screening patients before their appointment and at the time of the appointment to ensure they are healthy.
- **No 'waiting rooms':** Patients are asked to arrive to the appointment by themselves and parents should wait outside. If the child needs a parent at their visit, please limit it to only ONE parent, and they may need to remain in the reception area. Patients will also be asked to arrive on time for their appointment to avoid waiting.
- **Prioritizing Cleanliness:** Although infection control has always been a top priority for our practice, we are allowing extra time during the day to disinfect treatment rooms and high touch areas more frequently. Hand sanitizer will be available to staff and patients at all times.
- **Staggering Appointments:** We will be staggering the appointments to minimize the number of patients in the office at one time. This will also ensure adequate time to wipe down spaces between patients to maintain a safe and clean environment.
- **Healthy staff:** All staff will be screened daily to ensure they are healthy.
- **Protective Equipment:** Our staff is equipped with new protective equipment to ensure their safety and yours. **We ask that all patients come to their appointment wearing a mask. Please keep it on while in the office until the staff instructs you to remove it for your appointment.**
- **Air Purifiers:** Medical grade air filters are in place to filter the air
- **Please re-schedule your appointment if you believe you have been exposed to anyone with COVID in the past 2 weeks.**
- **Please re-schedule your appointment if you experience any of the following symptoms:**
  - Dry cough
  - Shortness of breath or trouble breathing
  - Loss of smell/taste
  - Fever
  - General malaise or flu-like symptoms
  - Abdominal pain/Diarrhea

We will continue to offer Virtual Appointments for all of our patients when possible.

If you feel you need an urgent appointment, please call the office at 718-625-2299 or email us at [info@bkfamilyortho.com](mailto:info@bkfamilyortho.com) and describe or take a photo of the problem. We will try to address as many needs as possible.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming you back into our office.

Sincerely,

Dr. Alexis Fermanis and the Team at Brooklyn Family Orthodontics