



Moin Orthodontics
EVERYONE DESERVES A BEAUTIFUL SMILE

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Dear Moin Orthodontics Patient Family,

We hope this letter finds you and your family in good health. After seeing only emergencies for the past eight weeks, we are excited to announce that our office will be re-opening for routine patient care Wednesday, May 13!

Our team has been hard at work over the past couple months, preparing for our re-opening to make sure we are providing the safest environment possible for our team and our patients. We have installed new HVAC purification filters and put up some acrylic partitions at the front desk. We are also preparing to have most of our forms capable of being digitally signed.

While many things have changed, one thing has remained the same: our commitment to your safety. Our office will be following infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA).

In order to do this, we will be seeing less patients each day for the first couple months. We have added additional days to our schedule to accommodate for this. We have also made changes to our schedule and will only be able to schedule certain appointments at specific times. If you do not have an issue with your appliances or treatment, please allow **us** to reach out to **you** to reschedule. We have a system in place to give priority to patients who need to be seen sooner. If you have an issue with your retainer or on-going treatment, however, please reach out. We thank you in advance for your flexibility when scheduling your next appointment with us.

The following are important changes you will notice at your next appointment:

- A supplemental COVID-19 informed consent is required once per patient. You can find this form and submit it through our website under the Forms tab.
- Our office may ask some screening questions when scheduling your appointment. You also must submit a shorter health questionnaire **the day** of your appointment. This form can also be found and submitted on our website under the Forms tab.
- Our waiting room is closed. We ask that whenever possible, only the patient come up to the office and all other family wait in the car. At most, one parent or guardian will be allowed to accompany a younger patient. Call us when you are here and we will text you to let you know when we are ready to have the patient come up.
- Everyone entering our office must wear a mask.
- Upon entering, you will be asked to wash your hands and then your temperature will be taken with a touchless infrared thermometer.
- Our brushing station is closed. Please brush at home prior to your appointment.
- We can give updates to parents by text or by speakerphone with a child's cell phone, if something needs to be discussed.



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Please anticipate that our clinical team will be dressed in the appropriate personal protective equipment for each procedure, which may include a face shield and protective gown. In addition to the strict protocols used in our treatment area, we will also be frequently disinfecting high touch areas and door handles throughout the office during the day.

Our community has been through a lot over the last few months, and we understand it has been a challenging time for everyone. Our goal is for your experience at Moin Orthodontics to continue to be a positive one, as we navigate the "new normal" and get closer to our shared goal of delivering beautiful smiles to our patients!

I cannot wait to see everyone and look forward to your upcoming visit; I promise I will be wearing a big smile underneath my mask!

Sincerely,

Sogole Moin, D.M.D.