**Sample Patient Email/Letter – Resuming Routine Care**

*If sending through email, make sure your subject line stands out i.e. What you NEED to know before your next appointment or The latest changes at \_\_\_\_\_\_ and how they AFFECT YOU!"*

Dear Patients & Families,

We hope this letter finds you and your family in good health. Our community is progressing through a season of uncertainty, and we are all looking forward to brighter days ahead, and resuming our normal habits and routines. While many things have changed, one thing has remained constant: our unyielding commitment to your safety and wellbeing.

We are excited to share with you that the California Department of Public Health has lifted the restrictions that were imposed in March, and recommended orthodontic practices reopen offices for routine care effective from <insert date>. As we do so, you may notice a few changes as we update some procedures to contain the spread of COVID-19.

**Infection Control Protocols**

The application of the strictest, evidenced-based universal infection control measures has always been the top priority for our practice, and we will continue to follow the latest recommendations from the Centers for Disease Control. As you approach your next appointment, these are a few changes you may notice:

* Our office will communicate with you beforehand to ask some requisite screening questions via an online questionnaire to confirm that you are healthy enough to proceed with your planned visit to our office to receive orthodontic treatment. You’ll be asked those same questions again when you arrive in the office. We request your kind understanding if we need to reschedule your appointment secondary to concerns about your health and wellbeing.
* We have hand sanitizer available that we will encourage you use when you enter the office. You will also find some in the reception area and other places in the office for you to use as needed. We continue to encourage hand washing upon arrival at our office and you may use our patient bathroom for this purpose.
* We will be regularly cleaning and disinfecting hard surfaces in the reception area including door handles. We have also increased the frequency of professional cleanings performed in our office.
* You may see that our waiting room is not currently offering magazines and children’s books to peruse since those items are difficult to clean and disinfect. We promise to replenish these items for your continued comfort when it is safe to do so.
* Appointments will be continued to be managed to allow for appropriate social distancing between patients. This may mean that you’re offered fewer options for scheduling your appointment. We appreciate your continued understanding with respect to the availability of certain types of appointments.
* We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time. To this end, we politely request that only one parent attend the office with a young child for treatment. While we usually love seeing siblings, we request that they do not accompany our active patients to our office during this pandemic period.
* We may ask you to do a pre-procedural mouth rinse with Peroxyl. Not all patients will be asked to do this, just patients who are having specific procedures with an elevated risk of aerosol generation as recommended by the American Association of Orthodontists. Peroxyl is an oral cleanser over-the-counter at most pharmacies, which contains an active ingredient of 1.5% hydrogen peroxide that is manufactured by Colgate. We will let you know if you need to undertake a Peroxyl rinse.

**Appointments**

If we need to reschedule your appointment, we will contact you <over the next two weeks> to arrange your new appointment. If you don’t hear from us and you believe your appointment may need to be rescheduled, please contact our office at <phone number> or <email>.

We are unable to provide orthodontic treatment to anyone who is a confirmed COVID-19 case, is suspected to have COVID-19 or has come into contact with a confirmed or suspected COVID-19 case. If you are unsure, or even if you have cold and flu-like symptoms, please contact our office to reschedule your appointment.  It is safer for our clinic and the community as a whole, if we defer your appointment by a few weeks, where there is even the slightest potential for COVID-19 transmission.

**How you Can Help Us**

Lots of lovely people have asked how they can help support our family business while we have been closed, and through the months ahead. Your kind messages of support for our team are warmly received and have really made a difference in what has been a stressful and difficult time. No doubt you have also has some stressful times too these last few weeks, and we wish you better days ahead. Over the last <ten years>, our practice has grown through the positive “word of mouth” recommendations that we have received from countless numbers of happy patients who are now smiling with confidence.  We would love for this to continue for the indefinite future. So, if you know of a friend or family member that may need orthodontic treatment, please tell them about our office and our wonderful team. If you have a spare five minutes available, we would sincerely appreciate a positive Google Review here: <Insert Link>

**Contact us with any questions**

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. We can be contacted at <phone number> or <email>.

Finally, thank you for continuing to entrust your orthodontic care to our experienced team. We sincerely appreciate your trust and loyalty and very much look forward to welcoming you back into our practice.

Yours sincerely,

<Insert Doctor/Practice Name>