



06/03/20

Dear Patient:

We have missed you very much over the last seven weeks! We hope that you and your family are in good health and enjoying quality time together. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your orthodontic care and safety.

Infection control has always been a top priority for Bauer Orthodontics. Our infection control processes ensure that our patients are treated in a safe and comfortable environment.

To keep our patients and staff safe and healthy, our office has, and continues to follow infection control recommendations made by the American Dental Association (ADA), the American Orthodontics Association (AOA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations.

You may see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- Every Bauer Orthodontic team member will be wearing a mask, not just our clinic staff. We will still greet you with a Big smile from underneath our mask and a warm "hello." Each team member will have a temperature reading taken every morning and afternoon, as well.
- Additionally, although it is not required, we encourage all of our patients and everyone accompanying them into the office to wear a mask. We also have purchased enhanced PPE and will be utilizing it at each appointment.
- Our office will have communicated with you prior to your appointment to ask some screening questions. You'll be asked those same questions again when you are in the office, and a staff member will take and record your temperature as you enter the office.
- For your convenience, we have hand sanitizer that we will ask you to use when you enter the office. You will also find some in the reception area and throughout the office for you to use as needed.
- We will be practicing social distancing to the best of our ability. You will see social distancing reminders throughout our office. If your son or daughter is able to come into the office by themselves, please plan to wait in your car. You can walk in with them and sign and necessary forms, then return to your car. When parents are a necessary part of the appointment, such as new patient exams, consultations, or learning how to operate a new appliance, a staff member will communicate that at your pre-visit screening.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- 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 and office at any one time.
- We will continue to adapt these safety precautions in the future as needed.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we are taking to keep you, and every patient, safe in our practice. A staff member will contact you to schedule your appointment. In the meantime, please check our website ([bradbauerortho.com](http://bradbauerortho.com)) for more information. Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

We can't wait to see you soon,

Dr. Bauer and Staff

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