



June 2, 2020

Dear **Valued** Patient,

All of us at Lozman Orthodontics are excited to announce that our office will be **re-opening on Wednesday 6/3/20**. We are really looking forward to seeing all of you! The last three months have been an unprecedented test of **endurance, resilience, and sacrifice** for every household. Many of you became educators as you coached your children through math, science, and homework. We all discovered what “zooming” means. We have been hard at work getting our office ready for your next appointment. While many things have changed, one thing has remained the same: our commitment to your safety. Our office follows infection control recommendations made by the **American Dental Association (ADA)**, the **U.S. Centers for Disease Control and Prevention (CDC)**, the **Occupational Safety and Health Administration (OSHA)**, and the **New York State Department of Health (NYSDOH)**. Our consistent monitoring of the protocols provided by these organizations ensures that we are up-to-date on any new rulings or guidance that may be issued. In addition to the recommended measures, we have also added dividers between the chairs in the operator, HEPA filters with UV lights, and a special exhaust unit. This is all done for the safety of our patients and the staff.

As you plan for your visit, please make note of the added procedures to ensure everyone’s care and safety:

- Our office will communicate with you before your appointment to ask some screening questions. You’ll be asked those same questions again when you arrive at the office. Please **take your temperature before traveling to the office**. Should you have a fever or any flu-like symptoms, please call our office to reschedule your appointment.

- Please **brush your teeth before arriving at the office**. The brushing station needs to remain closed at this time.
- Patients are asked to wear a mask to the office. **Patient masks will be worn at all times other than during their treatment.**
- Patients must **sanitize their hands** upon entry to the building.
- Patients will be asked to **rinse with Peroxyl**, an oral peroxide mouth rinse, once they are seated in the treatment chair.
- We ask that **only the patient come in for their appointment**. Our waiting room is closed at this time. If you have a special circumstance, please call our office to discuss.
- **All patients/parents must complete a Supplemental Consent to Treat form before being seen.** A minor patient without a Consent Form or no parent/guardian to complete the form at the office will need to have their appointment rescheduled. Please follow the link to complete:

capitaldistrictortho.com/assets/forms/AAO_SupplementalHealthQuestionnaire_COVID.pdf

- Upon arrival, **please text us at 518-785-9441 and let us know which numbered spot you are parked in.** We will come to the car to gather the Supplemental Consent form you filled out. A Wellness Screening will be performed upon arrival that will consist of taking the patient's temperature and answering a few health-related questions. *Please do not drink anything hot or cold 30 minutes before arriving as this may affect the temperature reading.* We will then escort the patient into the office. **After the patient has been escorted into the building, we ask that the driver please drive to the back of the parking lot so that the next patient may use the designated parking spot.** We will call/text you when the patient is finished with treatment and escort the patient back to the car. We ask that you please not leave the parking lot if the patient has a short appointment because patients cannot wait in the office for you to return. For long appointments, we will text/call you 10-15 minutes before the patient is ready to be picked up. Please arrive promptly.

- The patient will leave with a new appointment for the next visit. If that appointment does not work in your schedule, please call our office and we will make another appointment.

Please note that because of the new regulations, we are only able to see 50% of the patients that we normally see during the day. ***It is important that we run on a strict time schedule so that no patients are waiting inside of the office.*** Unfortunately, we will not be able to see patients that arrive late for their appointments. We ask for your patience with these new protocols as their primary purpose is to keep everyone healthy. Due to the limits on our office capacity, we are working extended hours and we will work expeditiously to bring your individual treatment current.

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. To make an appointment, please call our office at **518-785-9441**.

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors, and friends.

Sincerely,

Dr. Robin Lozman
Dr. Michael Lozman