

Junction Orthodontics

March 10, 2020

Dear Junction Orthodontics Community,

We wanted to reach out personally regarding the current situation with the novel coronavirus, known as COVID-19. Each day brings new developments and our hearts go out to all affected. Please know that we are monitoring the situation closely.

At Junction Orthodontics, we are doing our part to keep safety a priority for everyone. You have placed your trust in us to oversee the oral health of you or your family member, and we take that job seriously. We want you to know we are doing our best to protect everyone from continuing viral spread of COVID-19.

We are monitoring directives that are issued to us by the state of Missouri and other national organizations including the dental society leadership as it evolves. We want to meet and exceed guidelines as we work with our patients.

What We Are Doing to Keep You Safe

- Maintaining our current OSHA directives related to the dental industry standards for sterilization of dental instruments and cleaning and sanitizing hard surfaces used during appointments
- Eliminating handshakes and any type of bodily contact that is not specifically related to your current appointment.
- Minimizing all newly scheduled appointments which are reasonably possible into a 12-week schedule for as long as needed – current appointments remain scheduled
- Offering virtual retainer checkups where applicable or reschedule to a later date
- Asking patients to send photos of emergencies first, via email or text, so we can troubleshoot issues to determine if an appointment in the office is of immediate urgency.

What You Can Do to Help Us During Appointments

- Should you, your child, or a close family member have any flu-like symptoms (**cough, runny nose, sore throat and/or fever**), please call your physician, and then call us to reschedule your appointment.
- To minimize the number of people in the office, we request parents only bring the patient being treated to the office and leave all siblings home
- If this is not possible, consider having the family stay in the car while the patient is treated. We can call or text you to send the patient in when we are ready and schedule your next visit the same way after the appointment is completed.
- Any family members that have traveled to any countries with Level 3 or 4 Travel Restrictions (<https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/>) within 14 days of their scheduled visit will require rescheduling. In that event, please call our office to find a more appropriate time. Likewise, if anyone in the family has been knowingly exposed to anyone testing positive to COVID-19, please call to reschedule.

The team at Junction Orthodontics appreciates your trust and will continue to work every day to provide the best and safest orthodontic care possible.