What to expect at your next office visit

We are eager to see all of you and have been hard at work designing systems and preparing the office to allow for safe, social-distanced orthodontic treatment.

We need your help with some things before your appointment.

**Before Leaving Home:**

* If you are not feeling well, please call the office so that we may reschedule your appointment to a later date.
* Each patient will undergo a health screening, including a questionnaire and temperature check before entering the office, so please do not drink anything hot or cold in the 30 minutes before your appointment. (All of our doctors and staff members will be doing the same thing every morning before work.)
* Before leaving your home, please use the restroom and brush your teeth. To reduce contamination risk, we have closed our brushing station, and we would like to have our restroom used as little as possible.
* Do bring (and wear) a face mask (bandanna or cloth covering OK) and eye protection (sunglasses are great).
* The temperature in our clinic may be colder than usual due to the additional layers of protective equipment our doctors and staff will be wearing. Please dress warmly enough to be comfortable or bring a jacket or sweater. The blankets that are normally provided in our clinic will not be available.

**Arriving to the office:**

* If you are a parent bringing your child to their appointment:
  + Call us to let us know you have arrived (828-324-4535), and which number parking spot you’re in (according to the sign).
  + Please remain in your vehicle until we reply with instructions.
  + After completing a consent form and health questionnaire, please send the patient to the front door for a temperature check.
  + Parents, please wait for your child in your vehicle unless you feel uncomfortable sending them in alone.
    - If a parent chooses to come into the office, they will also need a face mask
* For our adult and teen patients who drive themselves to their appointment:
  + Call us to let us know you have arrived (828-324-4535), and which number parking spot you’re in (according to the sign).
  + Please remain in your vehicle until we reply with instructions.
  + After completing a consent form and health questionnaire, please come to the front door for a temperature check.
    - Teenage drivers—your parents will need to complete the consent form and health questionnaire. We will ask that you text the link to them as they need to be completed as soon as possible.
  + After completing those documents, please come to the front door for a temperature check.

Thank you for your assistance with these new protocols. We are excited to see you in the office and get your orthodontic treatment moving forward again!