



Bright Smiles Ahead

May 4, 2020

Dear Patients and Families:

We hope this letter finds you and your family in good health. The purpose of this letter is to discuss our plans for beginning to gradually reopen the office beginning Monday May 11. Our community has been through a lot over the last few months, and all of us are looking forward to resuming many of our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and is diligently performed so that when we deliver care, it's both safe and comfortable for patients and staff. Our office follows infection control recommendations made by the American Dental Association (ADA), 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. 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:

- Our office will communicate with you beforehand to ask some screening questions. You'll be asked those same questions again when you are in the office. Please call the office phone 336-768-3040 once in the parking lot to let us know you have arrived for your appointment. There will be a few documents for your review upon arrival. We will take the temperature of everyone that comes into our office using a contactless thermometer.
- We ask that any visitors to our office wash their hands in the entryway sink whenever you enter or exit the office. We would prefer that you wear your own mask into the office.
- We ask that only a parent/guardian accompany their child/teen patient into the office to check in with the front desk. We then ask that you return to the car and stay on the premises for the duration of the appointment. It would be best to schedule any next visits from the car by phone before leaving the premises.
- Appointments will be managed to allow for social distancing between patients. That might mean that we may offer fewer options for scheduling your appointment. We will also 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 office at any one time.

**Finally, we are well aware of the hundreds of patients that are overdue for their orthodontic visits. We understand and share your desire to continue progressing toward our treatment goals. We are most grateful for your continued patience as we work diligently to see all of our valued patients as soon and safely as possible. Our office will contact you to schedule an appointment.**

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. Please call our office at 336-768-3040. We will communicate any scheduling changes via the office voicemail and on our Facebook page @RudnickeOrthodontics for announcements. Please note that we do not monitor or respond to messages left on Facebook.

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

Sincerely,

Dr. Rudnicke and Team

Paul E. Rudnicke, DDS, PA

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