



May 22/2020

Dear Forcier Orthodontics Family,

We hope this letter finds you and your family in good health! We are very excited to announce that we will resume patient care soon! Our team has worked tirelessly over the past few months to ensure a smooth and safe re-opening of our offices. While many things have changed, one thing has remained the same: our commitment to your safety.

As we help you create your best smile, a clean, safe environment has always been a top priority for our practice and you may have already seen this during your visits to our office. 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 to make sure that our infection control procedures are current and adhere to each agency's recommendations as well as any mandates from the State of New York.

We will be reaching out to all patients in active treatment shortly in order to schedule your next orthodontic appointment once the New York State Dental Association (NYSDA) provides a reopening date. Due to the high volume of calls that we have to make, we ask for your patience during this time so that we can reschedule patients on a first-canceled-first-rescheduled basis. We had to cancel over 1000 appointments, and we know that there is a strong desire to get your treatment back on track as soon as possible. We are adding additional office hours to meet the needs of our patients; please be assured that we are making every effort to reschedule your appointment in a timely fashion.

You will see some changes when it is time for your next appointment. We made these changes to help protect our patients and staff as well as to make sure we are following mandates from the State of New York. Some of these changes include:

- Before leaving for your appointment, please make sure to brush your teeth and use the restroom.
- Please call the office when you arrive (716) 681-2259 and wait in your car until we are ready to see you.
- Once we are ready for you or your child's appointment, we will contact you and are asking that **ONLY** the patient enter the building. If your child is not able to attend their appointment alone, **ONE** parent or guardian may accompany them. Federal guidelines for social distancing and wearing masks in businesses continue, so bring the mask you have been using.
- All patients will have their temperature taken before being treated. If the recorded temperature is over 100° F, we will have to reschedule your appointment.
- Appointments will be managed to allow for social distancing between patients. This might mean that you will be offered fewer options for scheduling your appointment.

We look forward to seeing you again soon 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. We love all of you, here's to your health and smile!

Warmly,
Drs. Forcier and Acevedo
and the Forcier Orthodontics Team