

In regards to recent illness and COVID-19

We at Hamilton Pediatric Dentistry want you to be aware that we are deeply concerned with the health and welfare of all in our community. We are continually monitoring the evolving situation. We are closely monitoring recommendations from the CDC and various health organizations to ensure the safety of our patients and staff. We continue to monitor the American Association of Pediatric Dentistry (AAPD) and the Michigan Dental Association (MDA) for recommendations.

As of the time you are receiving this, we plan to remain open and see patients as usual. If anything changes, you will be notified as soon as possible.

The following are answers to patient/parent questions about COVID-19 and our office.

- We are asking all patients who feel ill or that may have any symptoms of a cold or flu to please reschedule their appointments. We ask the same of any patient that feels they have been at risk of exposure to the virus.
- We will be asking our team members to follow these same precautions. Any team member experiencing cold or flu symptoms, or if they have been at risk of exposure will be asked to stay home.
- We have always practiced "Universal Precautions" in our office which includes disinfecting all surfaces that we and/or our patients come into contact with. All instruments are heat and steam sterilized in an autoclave device, and all non-sterilizable items are discarded after a single use.
- We also focus on the utmost cleanliness of our reception area. We want our patients to know that these areas receive thorough attention throughout each day. We have temporarily removed all books, magazines, and toys.
- If possible, we are asking patients to come to the treatment area by themselves. We are also asking as few people as possible to come into the office. If you have other children that need to accompany you because of school closing, we encourage you to wait during the appointment in your car. We understand this is not possible in all cases.
- If you prefer to wait in your car until the time of your appointment, please call us when you arrive in the parking lot. We will contact you when we are ready to seat you.

With your understanding and cooperation, we are confident that we can offer the best of care to our patients during this unusual time.

Sincerely,

Dr. Veronica and the HPD Team

Coronavirus Update at Herremans Orthodontics:

We are reaching out to you today to provide you with an update on how our office plans to move forward in the wake of growing concerns about COVID-19.

First, I wish to assure you that all of us at Herremans Orthodontics are deeply concerned with the health

and safety of everyone within our communities. We have and will continue to follow this evolving situation. We will continue to consult and follow the directives of local health authorities. We continue to monitor the American Association of Orthodontics website and are in touch with the overall orthodontic community for recommendations.

As of the time you are receiving this, we are planning to remain open. If anything changes you will be notified as soon as possible.

The following are answers to patient/parent questions about COVID-19 and our office:

1. We are asking all patients who feel ill or that may have any symptoms of a cold or flu to please reschedule their appointments. We ask the same of any patient that feels they have been at risk of exposure to the virus.
2. We will be asking our team members to follow these same precautions. Any team member experiencing cold or flu symptoms, or if they have been at risk of exposure will be asked to stay home.
3. We have always practiced "Universal Precautions" in our office which includes disinfecting all surfaces that we and/or our patients come into contact with. All instruments are heat and steam sterilized in an autoclave device, and all non-sterilizable items are discarded after a single use.
4. We also focus on the utmost cleanliness of our reception and consultation areas. We want our patients to know that these areas receive thorough attention throughout each day. We will also be removing magazines, books, and toys from our reception area.
5. We are suggesting that it may be a good time to reschedule all non-essential appointments (i.e. retainer checks with no problems, observation visits, etc.). Also, if you would feel more comfortable rescheduling your appointment until more information is available, we would be happy to do this for you.
6. For the safety of our staff and other patients, we will be taking patient temperatures at the time of check in with a disinfected forehead thermometer. Anyone registering a fever will be respectfully asked to reschedule their appointment.
7. If you prefer to wait in your car until the time of your appointment, please call us when you arrive in the parking lot. We will contact you when we are ready to seat you.

Thank you for being patient with us as we work through this unusual time.

With Care,

The Team at Herremans Orthodontics