

Dear Apicella-Lorei Orthodontic Patients,

We here at ALO cannot express to you just how ready we are to get back to work and see everyone that we have missed so much. We hope that this letter finds everyone healthy, happy, and prepared to ease back into regular routines. Much has changed since we saw you last. We are still coming to grips with the COVID-19 pandemic and events triggered by it. Everyone on the planet has been affected by COVID-19. We want to update you on our office, our gradual/progressive re-opening, and the steps we are taking to ensure we do everything possible to keep our patients and our team healthy.

We will be re-opening on Monday May 18, 2020. We will be following stringent scheduling guidelines and office measures to ensure the safety and well-being of you, or your patients and the team members at Apicella-Lorei Orthodontics.

We ask for your patience. We had to cancel over 2000 appointments, and we know that there is a strong desire to get your treatment back on track as soon as possible. We WILL eventually, but it will not be as efficient as we are used to in our office. This benefits everyone. We will have to be very firm in our processes and procedures. They have been well-thought-out and reviewed countless times by Dr. Lorei and our entire team. Covid is NO ONES fault.... It will take all of us being patient and understanding to return office to full capacity. Again, be assured that we are doing EVERYTHING we can while faced with constantly changing OSHA/CDA guidelines to meet ALL of our patient's needs.

Our office procedures have temporarily changed and will include the following:

SCHEDULING

1. All observation appointments are paused. No observation appointments will be rescheduled until we are back in our regular routine.
2. Due to strict guidelines daily appointments will be limited. We have extended our hours to gain back some capacity however it will remain significantly crippled for the time being.
3. Please wait for our office to call you to reschedule your appointments. We have a very accurate and comprehensive list of every appointment canceled, including the day and time.
4. Emergencies will continue only to be defined by pain or bleeding. For now, broken brackets and ill-fitting aligner trays do not constitute an emergency.

DAY OF VISIT

1. When you arrive for your appointment, please stay in your car. Please text (717.439.4755 either office) and a Patient Wellness Coordinator will reply indicating when patient may enter the office.
2. ONLY the patient that is being treated will be allowed to enter the office. If you feel patient is too young to get from vehicle to office safely on their own, please indicate so on text and a Patient Wellness Coordinator will be out to escort patient into the office for their visit. No other family or friends will be allowed inside the office as our waiting will be closed.
3. Please bring your own mask and wear it to your appointment. Federal and State guidelines for social distancing and wearing masks in businesses are still in place, so bring the mask you have been using. Due to dangerously low supply of personal protective equipment (PPE) we will not have the ability to provide patients with necessary mask. Please understand that if we were to do so, our office could run out forcing us to close the office again until the supply chain is returned to normal.

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4. Your temperature will be taken by an ALO team member using a touchless thermometer. If your temp is over 100 degrees F, you will be asked to leave and at minimum will not be able to return for the specified 14 day self-quarantine requirement.
5. A simple questionnaire assessing your contacts, travel and well being will be asked of all patients. Any question indicating recent exposure to someone with COVID-19 or having signs and symptoms of the same will be asked to leave, and not return for the specified 14-day self-Quarantine requirement.
6. Maintain 6 foot social distancing guidelines at all times when in office.
7. The tooth brushing station as well as the patient bathroom will be CLOSED. Please prepare accordingly by brushing and utilizing bathroom BEFORE coming to appointment.
8. Brushing station will be used as a hand washing/sanitizing station required of every patient prior to being seated.
9. Patients will be seated every-other chair in the office to maintain social distancing, which is a major contributor to reduced patient schedules.
10. Patients will rinse with a 3% hydrogen peroxide mouth rinse at treatment chair. Solution will be provided in a cup and each patient will rinse for 30 seconds and then spit back into the cup after which ALO team member will suction it.
11. We ask for understanding while we will try to address all your treatment needs during your visit. Individuals with multiple broken brackets may not have everything completed during this visit due to strict scheduling times.
12. Knowing that you cannot be with your child during their appointment we would be happy to have you facetime in during or afterwards so that we can update you as to what was accomplished at the visit.
13. We will schedule your child's next visit and provide them with an appointment reminder. Please understand that due to the pandemic our schedules are extremely challenging, and we respectfully ask that you make every effort to adhere to provided appointment. If provided appointment does not work you can contact our office and a Patient Service Representative will gladly reschedule you with the understanding that appointment will be moved to a more distant date and time which may impact treatment.

We are so grateful for every one of our patients, and this time away has only served to make us even more thankful for each of you. You are at the heart of our practice, and therefore we are taking your safety VERY seriously. We would ask for your patience and understanding. Expect that your treatment progress has been delayed, as has your estimated treatment time. We wish that were not the case, but it is. Please forgive us as we are focusing on getting each of you back on track while not exposing our team members or patients to unnecessary risk.

If you have any questions, please feel free to call our office, email or utilize another social media modality to contact us directly. You are our family and we look forward to seeing you all back soon. Until then... Stay Healthy, Stay Happy and SMILE at the Possibilities!

Gratefully,

Dr. Lorei and entire ALO Smile Team