

Dear Patient Families:

The COVID-19 situation is rapidly changing, as you know. Please know that we are grateful to have you as part of our practice, and all our policies are developed with your health in mind. There are many things to balance here, and we are doing our best. There is no “perfect solution” to all of this, and we have spent many days deliberating how to approach it.

We have taken into account all the state and federal recommendations as well as those from the CDC, and **we have decided to close the office for the next 2 weeks.**

We have an obligation to operate in the best interest of our patient families as well as our staff and contribute positively to the overall country’s public health. Social distancing is important to keep this virus under control, and this is what we are trying to accomplish over the next 2 weeks.

We will make sure and reach out to you to reschedule your appointment. Please understand that when rescheduling there will likely not be enough after school and before school appointments available so we ask for your understanding and request you to please work with our team on this. Missing school or work for your rescheduled appointment may be necessary, and we are sorry for this.

If you have a specific concern regarding your or your child’s orthodontic care, please reach out to us as we want to make sure you are taken care of. We will have staff answering the phones and clinical technicians seeing patients for emergency appointments only which involve bleeding, swelling, and/or pain. We will do everything in our power to accommodate the appointments we are forced to cancel. Thank you for your understanding, and we are truly sorry for the inconvenience.

In times like this, it is important for us all to work together for the best interest of the community.

If you are planning to come in for an emergency appointment, we ask that you follow the guidelines below:

1. Those with flu-like symptoms we encourage to remain at home. This applies to our patients as well as their parents.
2. Only patients will be allowed in the clinical treatment area as we encourage parents to remain in the lobby.
3. We prefer to not have siblings at the office.
4. If you are over the age of 60, please refrain from entering the office.

We will continue to try to balance public safety, staff safety and individual patient safety with the practical need for life to move forward and orthodontic treatment to move forward.

Thank you all for your understanding.

Sincerely,

The Benko Orthodontics Team