



L E N K  
O R T H O D O N T I C S

## Updated Office Policy during the COVID-19 Pandemic

All of us at Lenk Orthodontics hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: Lenk Orthodontics is committed to providing you with the highest quality of care.

Infection control has always been a top priority for our practice. Infection control practices are established to ensure the care you receive is not only effective, but also safe. 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 recommendations and guidelines that may be issued to ensure the safety of our community as a whole.

In response to the recent COVID-19 pandemic, state and federal recommendations have been updated for the dental setting. Because some of these changes will directly impact your upcoming visit, we aim to inform you of some changes beforehand so as to facilitate communication and compliance:

- Patients are asked to brush their teeth and use the restroom prior to leaving their home.
- Prior to seeing patients, we need to complete a screening questionnaire. If you receive text messages, this questionnaire will be sent to you prior to your visit. If you do not receive texts, you can access the questionnaire on our website: [www.lenkbraces.com](http://www.lenkbraces.com). If neither of these options work for you, we will verbally review all questions with you at the time of your appointment.
- For the meantime, our reception area and playroom will not be open to the public. We ask you to remain in your car and contact us when you arrive. You can call us at 540-966-3990, or you can text us at 540-449-0105.
- Our staff will let you know when we are ready to begin the appointment. In order to minimize the number of people in the office at one time, we prefer for the patient to enter the building independently. If the patient is a minor and needs adult supervision, we can only allow one responsible party to accompany the patient at this time.
- We have hand sanitizer that we will ask you to use when you enter the office.
- Appointments must be managed to allow for social distancing. This means we will be scheduling less patients during the day and increasing the amount of time allotted for normal appointments. This is necessary to ensure your safety, but it may also limit our flexibility in scheduling for the time-being.

Our staff will be actively reaching out to patients over the next few weeks to get all patients of record back on the schedule. If you did not have an appointment scheduled or desire to schedule a new patient evaluation, please feel free to call us at 540-966-3990 or visit our website ([www.lenkbraces.com](http://www.lenkbraces.com)) in order to request an appointment.



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All of us at Lenk Orthodontics thank you for your understanding and compliance with all of these required changes. We may now look like we are straight out of the **E.T.** movie (with masks and face shields), but we are still the same loving office that you have grown to love. Social distancing aside, we will always be the office that will do whatever it takes to give you even more reasons to smile!