

May 14, 2020

Dear Northcut Orthodontics Patients and Families:

We are excited to see you again! We wanted to reach out and let you know we have been working hard to prepare for your next office visit. Thank you for your patience as we navigate this together.

Our number one priority is to keep you, your family, our team members, and the greater community safe as we move forward. We follow the guidelines set by the CDC (Centers for Disease Control), ADA (American Dental Association), AAO (American Association of Orthodontists) and the State of Washington (WSDA, WISHA). We monitor their updates daily and will alter procedures accordingly. Please click here ([Northcut Orientation Video](#)) and watch what to expect in our practice when you come to your appointment. These are some of the new protocols and procedures you will notice at your next visit:

- **Our office will email you and ask you to complete this Covid-19 Health Update Questionnaire within 24 hours of your appointment to ensure the safety of all patients and staff ([COVID Screening Form](#)).** Don't do it yet! If not completed within 24 hours prior, we will ask you to complete it upon entering the office. Patients' temperatures will be taken. Please do not come to the office if you are ill.
- **Wear a cloth mask to the office:** Patients will remove their mask once in the dental chair. Parents will be asked to wear theirs full-time.
- **Patients only in the office – whenever possible please.** We know this is a big change, but social distancing does not mean less information. For our young patients who have cell phones, we ask you bring your phone so we can update your parent. The doctors and staff will also work hard to answer any questions via email, phone call or virtual consultation. For parents of younger children, we ask only **one** parent accompany them and that you stay in the reception area. Without exception there will be patients only in the treatment area. The doctor or a staff member will escort your child out.
- **Things will look a little different.** Our clinical staff will be wearing masks to greet you. They will have additional PPE to treat you. There will be sneeze guards in place at the front desk. You will be asked to use hand sanitizer upon arrival. Our tooth brushing station is closed at this time, so thorough brushing and flossing before you come to the office is requested. We are limiting the number of patients we see in each day to assist with social distancing. To accommodate, we have added additional days for your scheduling convenience but appointment availability may initially be limited.

ACTION ITEM NOW: Please complete this **one-time consent form** now for each patient we care for. ([CLICK HERE NOW TO COMPLETE CONSENT FORM](#))

Please know our goal of creating beautiful smiles in a warm and caring environment remains. We thank you for your trust and patience as we adapt to these changes together. Please do not hesitate to contact us if you have any questions and or concerns. **We can't wait to see you all again!!**

Your Northcut Orthodontics Team

Dr. Winkler, Dr. Jones, Kim, Alicia, Colleen, Brenda, Joni, Sami and Paige