

## Updated Office Protocols

June, 2021

We ask that when you come in for your appointment to please follow these guidelines:

- 1) If you are sick within 48 hours of your appointment (especially if you have a fever, body aches, and/or cough) to please contact the office to cancel your appointment.
- 2) When arriving at the office please stay in your car and TEXT (513)772-1671 with the patient's name and appointment time.
- 3) A confirmation text will be sent immediately, if you do not receive this please call (513)772-1671.
- 4) We will notify you via text when it is your turn to enter the office. We are continuing this as to keep patient volume low in the reception room.
- 5) Parents are welcome to enter the clinic/reception area at any time for any questions. Masks are required for any non-patient who enters the clinic area. Masks are highly recommended for all others entering the office.
- 6) Upon entrance you will be asked to sanitize your hands and the patient will undergo a very brief health screening.
- 7) Once the screening is completed, we ask that only one person remain with the patient in the reception area (to keep volume low). If you do need to come back into the treatment area with the patient we will allow one person per patient and ask that you wear a mask at all times.
- 8) Once the patient is finished in the clinic we request that you stop at the reception desk to schedule your next appointment.
- 9) We ask that if at all possible, any payments be made online through the patient portal or made via mail. Also if you have a change in insurance, please email the information to [frontdesk@bryanwartzorthodontics.com](mailto:frontdesk@bryanwartzorthodontics.com)
- 10) On the website (under new patient forms), you will find a release for treatment during COVID-19, we need this signed and returned to the office prior to your scheduled appointment. You can fill it out and email back to us at [frontdesk@bryanwartzorthodontics.com](mailto:frontdesk@bryanwartzorthodontics.com) or print and fill out and bring to your appointment. We will need this on file to provide treatment.