



Update March 17, 2020

The COVID-19 situation in New York is one of the most serious in the nation so far. As the facts and situation around COVID-19 continue to evolve, and they do change on an almost daily basis, in step with Governor Cuomo's recent Declaration of a State of Emergency, New York State Dental Association Board of Trustees has issued the following guidance for dentists in New York:

At this time, it is recommended that dental offices provide only emergency dental care for patients. Elective and non-emergent services should be postponed for a minimum of three weeks. That policy shall be revisited at that time to accommodate further developments regarding COVID-19 and further actions/recommendations from government agencies.

In accordance with this recommendation, we will be closing the office for 3 weeks. All appointments will be rescheduled. We will be in the office for limited hours during this time to handle phone calls, schedule appointments and prepare to re-open on Monday, April 6th. We will be available to take care of emergencies as described in our March 16th notice. Please check for further updates on our social media platforms on facebook and instagram.

March 16, 2020

Dear Oyster Bay Orthodontics Community,

We wanted to reach out personally regarding the current situation with the novel coronavirus, known as COVID-19. Each day brings new developments and our hearts go out to all affected. Please know that we are monitoring the situation closely.

At Oyster Bay Orthodontics, we are doing our part to keep safety a priority for everyone. You have placed your trust in us to oversee the oral health of you or your family member, and we take that job seriously. We want you to know we are doing everything we can to protect our patients, their families and our employees from the ongoing spread of COVID-19.

We are monitoring directives that are issued to us by the State of New York and other national organizations including the CDC and the dental society leadership as it evolves. We want to meet and exceed guidelines as we work with our patients.

What We Are Doing to Keep You Safe

- Maintaining our current OSHA directives related to the dental industry standards for sterilization of dental instruments and cleaning and sanitizing hard surfaces used during appointments

- Eliminating handshakes and any type of bodily contact that is not specifically related to your current appointment
- Minimizing all newly scheduled appointments which are reasonably possible into a 6-12 week schedule for as long as needed – current appointments remain as scheduled
- Offering virtual retainer checkups where applicable or reschedule to a later date
- Asking patients to send photos of emergencies first, via email, so we can troubleshoot issues to determine if an appointment in the office is of immediate urgency
- Removing magazines, coffee and snacks from our reception area and suspending iPad usage

What You Can Do to Help Us During Appointments

- Should you, your child, or a close family member have any flu-like symptoms (**cough, runny nose, sore throat and/or fever**), please call your physician, and then call us to reschedule your appointment.
- To minimize the number of people in the office, we request parents only bring the patient being treated to the office and leave all siblings home.
- If this is not possible, consider having the family stay in the car while the patient is treated. We can call you to send the patient in when we are ready and schedule your next visit the same way after the appointment is completed.
- Any family members that have traveled to any countries with Level 3 or 4 Travel Restrictions <https://travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html/> within 14 days of their scheduled visit will require rescheduling. In that event, please call our office to find a more appropriate time. Likewise, if anyone in the family is aware of having been exposed to anyone testing positive to COVID-19, please call to reschedule.
- Please have your child/you brush your teeth before coming to the office.

For future updates, I encourage you to check our website at <https://oysterbayorthodontics.com> or social media on facebook and Instagram. We at Oyster Bay Orthodontics appreciate your trust and will continue to work every day to provide the best and safest orthodontic care possible.