



COVID-19 Office Closure Update May 3

Dear Patients and Families,

We hope that you are well, and we are looking forward to seeing you again soon! Governor Abbott and the Texas dental board have come to an agreement about dental (including orthodontic) offices reopening. We have been busy updating systems and procedures to care for your orthodontic needs, while keeping you and our team safe and well. Our team is beginning to schedule patients to return to our clinic. As we implement new systems and procedures, we will be starting back with a limited schedule of patients, and increasing the number of patients that we see over time. I appreciate your understanding of the following circumstances.

As a result of the COVID-19 pandemic, your orthodontic treatment will look different, to accommodate distancing and procedures to make your treatment safe, although your treatment will still be done to the same high standard of care that you expect from us. Please brush your teeth, and consider using the restroom, before leaving home for your appointment (our brushing station is closed), and wear a mask. When you first arrive at our office, please remain in your vehicle, and text our office (you can now text us on our main office number, 830-625-0414). We will check you in, review your medical history, and escort you into the office. When possible, we prefer to have only the patient come into the office; we can allow one accompanying adult when necessary.

During this time of distancing, we will not be utilizing adjacent clinic chairs. This will help to make your treatment safe, but also means that we cannot schedule patients as we were previously, or care for as many patients in one day. To accommodate our new schedule, all existing appointments will be canceled and rescheduled. If you have an appointment that was scheduled previously, we will be contacting you to set a new appointment. Please be patient as we work through the process of returning you to our office. All of our patients (for that matter, all orthodontic patients in the country!) need appointments. You are very important to us, and we will be working hard to return you to a safe clinical environment as soon as possible.

As we return with a limited schedule and less patients per day, each appointment slot is very valuable. If you need to cancel or reschedule a new appointment, please give us as much notice as possible, to schedule another patient at that time. Also, we will only be performing planned procedures. If you have any broken appliances or other issues, please notify us in advance, so that we can schedule you at a time to perform the necessary treatment.

Lastly, please look for updates such as this posted on our website (www.foundmysmile.com) or on Facebook in the future. I am very much looking forward to seeing all of our patients again soon to continue their treatment. May God bless and keep your families well!

Sincerely,

Larry L. Layfield, D.D.S.