



Dear Gittess Orthodontics Family,

We are excited to welcome you back to our practice soon, and we will officially reopen on

Monday, May 11th at 8:00 am.

These last six weeks have been an unprecedented test of endurance, resilience, and sacrifice for every household. As your family committed to “shelter in place”, our team made the same commitment to your family and our community. We are encouraged that the time has finally arrived when we may begin to serve our beloved patients and provide the top-notch care you are accustomed to receiving in our office. We are also proud to share the many clinical upgrades that we have implemented on behalf of our patients, families and staff during this unique pause.

During our downtime at Gittess Orthodontics, we’ve worked extremely hard. We’ve participated in multiple educational webinars, collaborated with colleagues, and made changes to our procedures, routines and equipment. We’ve greatly expanded our PPE equipment and inventory, and we’ve participated in training by experts in Infection Control, CDC Guidelines, Universal Precautions and Social Distancing. We have installed HVAC purification systems.

As always, we have your family’s safety and well-being foremost in mind. We thank you in advance for your patience with re-scheduling missed appointments, limiting one family member in the reception area, restricting entry to the clinic for non-patients, as well as other measures mandated by the American Dental Association and the Center for Disease Control. Please see below for more details on our new visit protocol.

You may also appreciate that Gittess Orthodontics is now able to offer certain Tele-dentistry services by way of virtual appointments. If you choose to participate, this will allow us to offer virtual appointments such as a preliminary or follow-up consultation, review progress with aligners, retainer checks, evaluate growth and tooth eruption on young observation patients, or assess appliance breakage – all from the convenience of your home without driving to our office.

Our team has already begun the challenge of rescheduling our active patients as soon as possible. We kindly ask for your patience as this will take time and flexibility on everyone’s behalf. We have extended our office hours Monday through Thursday, 8:00 am to 5:00 pm to help accommodate the extensive amount of people that need to be seen. We are also adding more room between clinical dental chairs and having less patients in the office at one time.

Your confidence and trust is greatly appreciated. We look forward to seeing you soon!

Sincerely,

Dr Randy L. Gittess and the Gittess Orthodontics Team

It's A New Normal at Gittess Orthodontics

To comply with CDC, OSHA and American Dental Association Guidelines for patient and employee safety, our patient arrival process and protocols have changed.

Before you arrive:

Please brush your teeth well at home before arriving at the office. Our tooth brushing station is currently closed until further notice.

For your protection, we ask that you and/or your child wear a mask, bandana or scarf whenever entering the office.

Parents, if possible, please allow your child to bring a mobile phone in the office in case we need to contact you during the appointment chairside for a virtual consult, summary or to assist in scheduling to minimize your contact and time.

Arrival Protocol:

It is critical that you arrive on time for your appointment. Please let us know when you arrive by calling or texting our office at 407-699-1200. We will confirm that we are ready for you and will ask you to meet us at the front door of our office.

We kindly ask parents and family members remain in the car to minimize the number of people in the office. This will assist us in meeting our social distancing and infection control requirements.

Should a parent accompany a child into the office, temperature and health questions will be asked as with the patient. It's been our pleasure to normally invite parents into the clinic. However, at this time, we are unable to offer this until restrictions are lifted.

Once inside, we will ask several brief health status questions, record current patient temperature, provide hand sanitizer and escort you to your clinical team member. Please note, any individual with a temperature over 100.3 will be rescheduled at least 2 weeks later. Unfortunately, we cannot invite parents to accompany their child to the clinic, except under special circumstances.

Social distancing, whenever possible, will be practiced. This will include very limited seating in our waiting room and at least 6' between dental chairs in the clinical setting.

The scheduled procedure will be performed, and you will be updated by phone while also scheduling the next visit.

We sincerely thank you all for your incredible patience during these challenging times. We look forward to seeing you soon!



DIPLOMATE, AMERICAN BOARD OF ORTHODONTICS

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