



ARMBRECHT & WIERENGA
ORTHODONTICS

GRANDVILLE
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GRAND RAPIDS, MI 49508
P: 616.455.4800
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Dear A&W Orthodontics patients,

May 21, 2020

First of all, we miss you and hope that you are well! It is safe to say that we have all been greatly affected by the COVID-19 pandemic. We hope that you have been able to feel healthy and supported during this time. Perhaps you have even had the opportunity to enjoy increased family time, tackle a project, or explore a new hobby.

As you can imagine, we have had to postpone many orthodontic appointments due to the state of emergency and the stay-at-home orders. Your extreme patience through this process has been incredible and greatly appreciated! We have kept our phones open and our doctors available for questions and emergency care during this time and will continue to do so as we return to routine patient care.

We learned today that the dental profession will be able to resume normal care of our patients! Our first day back will be Monday, June 1st. While we are very eager to see you and resume your orthodontic care, we would not re-open our doors until being certain that we have created the safest possible environment for our patients and our staff.

The scientific community has dedicated massive resources to researching the nature, treatment, and prevention of COVID-19. This wealth of information grows daily. Medical and dental professionals across the globe have organized to establish guidelines for our communities. Our doctors have spent considerable time keeping themselves updated, using available local, federal, and global resources (OSHA, CDC, MDA, ADA, and the AAO). To that end, we have made changes in the way that we will practice for the foreseeable future. Things will look a little different the next time you enter the office. You can read a summary of those changes on page 2 below.

Dental professionals are well-equipped and dedicated to keeping you and your family healthy – this is a role that we take VERY seriously. We are going to be working overtime to clean and sterilize before and after each patient. We plan to have an employee dedicated only to cleaning and sterilization in each office every day. Proper PPE (personal protection equipment) will be worn at all times.

Unfortunately, the office has been closed for 11 weeks, which means that treatment has been delayed for all our patients. While we wish this was not the case, it was simply unavoidable. We will do everything we can to see all of our patients in a timely fashion. With the shut down and with a reduced number of daily appointments, it is going to take some time for us to safely see everyone. **If you had an appointment that had to be cancelled, we will be working hard to contact you to reschedule as soon as possible.**

We are so grateful to know you and have the opportunity to provide your orthodontic care. Thank you for your patience, please feel welcome to contact the office with any questions.

Stay happy and healthy, we'll see you soon!

Warm Regards from your Doctors and Staff at Armbrecht & Wierenga Orthodontics

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DAVID L. ARMBRECHT, D.M.D.
MARK J. WIERENGA, D.D.S., M.S.
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Upon Arrival:

- Upon arriving at the office, please text our office phone number (Kentwood: 616-455-4800 / Grandville: 616-301-8900) so that we will know you have arrived. Please wait in your car until just before your appointment time. We have completely updated our phone system over the last month with the goal of making this as seamless a process as possible. If you did not arrive by car or do not have a phone, please feel welcome to enter the office.
- In an effort to maintain social distancing guidelines, we will need to minimize the number of people in the office at a time. While we love your entire family, we are asking that only patients enter the office for their appointment for the time being. If you feel that it is necessary, it will be acceptable for one parent or caregiver to accompany the patient (especially true for our younger patients). For new patient exams, we encourage family members to enter the office as you will be seated in a private room upon entry.
- Please make every effort to wear a mask for the protection of yourself and others.
- With just a few exceptions, we are discouraging toothbrushing inside the office. Please plan on brushing your teeth prior to your appointment.

At the door:

- You will be greeted by one of our employees. They will ask you a few questions and take your temperature using a touchless infrared thermometer.
- If your temperature reads over 100.4 degrees we will take a second reading. If this also reads over 100.4 degrees, we will need to postpone your appointment.

Inside the office:

- We would like our waiting room to remain as empty as possible – you will notice that we have removed magazines and turned off the coffee machine and the sign-in computer.
- As you walk within the office, please attempt to maintain six feet of social distancing and keep your mask on (except of course when you are being treated in the chair.)
- We are seeing a reduced number of patients to maintain as much spacing as possible. Our clinic chairs are all six feet apart, but we will attempt to have at least one empty chair between patients.
- After your appointment, we will provide a status update when each patient returns to their car, likely by text message. This will include directions for scheduling follow-up appointments, please be certain to call or text our front desk to schedule this appointment. If you have treatment-related questions, always feel welcome to ask to speak with one of our clinical staff members.

If you have any questions about these items, please do not hesitate to contact us.

We look forward to seeing you again soon!

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