



Dear valued patients and parents of Meldrum Orthodontics,

We want to thank you for your patience and cooperation during these unprecedented times. As you may be aware, the Ontario Ministry of Health has issued new directives earlier last week, and we recently received updated guidelines from our regulatory college this weekend to allow us to resume orthodontic treatment. We are planning to reopen our doors on June 10<sup>th</sup> and would like to update you on some of the changes that we have made in our offices to keep you and our team safe.

In preparation to open our doors once again and in keeping with new safety protocols we have installed several HyperHEPA air filtration and purification units in our offices as well as several hand hygiene stations. Our waiting rooms and toothbrushing stations will be temporarily closed, and new plexiglass shields have been installed at our reception desk. Our patients will be entering through our front doors and exiting the rear doors. To continue to stop the spread of COVID-19 we will be asking some screening questions prior to and upon your arrival to your appointment. We have been working around the clock to ensure that we have sufficient personal protective equipment (PPEs), disinfectant wipes and mouth rinses as well as hand sanitizers to safely reopen.

We know that all of you are eager to resume your orthodontic treatment and we are just as excited to see you again. Please be aware that it has been almost 12 weeks since we were asked to close our doors to help flatten the curve, as a result your treatment maybe postponed by 1 or 2 appointment cycles. To accommodate the new safety protocols, we have modified our schedule. There will be a reduce number of staff and volume of patients seen in each clinic. However, we will also be implementing increased hours at both offices to accommodate cancelled appointments.

We have kept a list of all cancelled appointments and we will be calling to rebook patients in the proper chronological order (so there is no need to call the office). Therefore, appointments that were booked in March will be prioritized before those booked in April and May. **When we call you please let us know if you have any loose or broken brackets or appliances so that we can book your appointment accordingly.** Please be patient with us as we all become accustomed to these new protocols.

Any orthodontic emergencies will continue to be addressed on an individual basis. Telephone and email messages will continue to be responded to during regular offices hours. Please do not hesitate to reach out. In the next week we will be sending out more information on what to expect at your next appointment and questionnaires that need to be returned prior to your next visit.

Once again, we cannot wait to see all your lovely faces and smiles.

Thank you for your understanding. Stay safe and healthy.

Sincerely,

Drs. Iain Meldrum and Chelsea Ko-Adams and the entire Team at Meldrum Orthodontics