

IMPORTANT INFORMATION REGARDING COVID-19

HANCOCK ORTHODONTICS WILL BE OPEN STARTING MAY 8TH

HANCOCK ORTHODONTICS SAFETY PRECAUTIONS

COVID-19 has caused health care providers to be more vigilant with their safety precautions. Previous to the outbreak, our office followed strict infection control guidelines. We have added extra levels of protection to keep patients and staff safe.

Some of the changes are as follows:

- N95 or KN95 surgical masks, gowns, eyewear and gloves will be worn for all procedures
- Additionally, face shields and caps will be worn when aerosols are suspected
- Front desk staff will be required to wear masks behind new barriers
- Enhanced sterilization
- Separate entrance and exit
- Patient and staff's temperatures will be taken upon arrival.
- Patient paperwork will be required to be filled out prior to appointment.
- Patients with poor hygiene will be rescheduled (tooth brushing station closed)

WAIT TO COME INTO THE OFFICE

In an effort to eliminate having too many patients in our office, we ask that you:

- **TEXT (703)783-4390** once you have parked.
- **WAIT** in your vehicle until one of our team members comes outside to indicate that we are ready.
- **FILL OUT PRE-SCREENING FORM.** Questions will be asked about current health and consent to be treated.
- **ONLY PATIENTS WILL ENTER THE OFFICE.** If additional family members who do not have scheduled appointments come with you, they will need to wait in your vehicle during the appointment.
- **ONE** parent or guardian will be allowed to accompany young children if needed.

- **Strict 10 min late policy.** Patients arriving to the parking lot later than 10 min past their appointment time will be rescheduled
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PRE-SCREENING QUESTIONS

We ask that you **call to reschedule your appointment** if any of the following are applicable:

- You are **experiencing any of the following symptoms:** respiratory symptoms (runny nose or congestion), fever, cough, sore throat, body aches or shortness of breath. Also, please make us aware if you have had contact with anyone who is/has been ill with any of these symptoms.
 - If within the past two weeks, **you or someone you have been in contact with, have recently travelled from a CDC designated high-risk area**, been on a cruise, or have come in contact with a person who has tested positive for COVID-19.
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COMMUNICATING WITH OUR OFFICE

- Call (703) 777-9200
- Text: (703) 783-4390
- Email: info@hancockortho.com

Billing Related Questions:

Payments can be made at www.hancockortho.com, we can easily set you up on auto-pay by calling our office at (703) 777-9200, or we can take a payment over the phone. Any other billing questions can be addressed by a member of our staff by calling our office or emailing at info@hancockortho.com

Thank you for understanding and adhering to these enhanced health and safety protocols. As always, our staff will continue to follow the universal infection control precautions per OSHA and CDC guidelines. It is our priority that our practice remains a very safe space to continue administering care.
