To our valued patients and their families,

We hope this letter finds you and your family in good health. We truly miss each and every one of you and miss talking story. For the past several weeks I have been educating myself and my staff and obtaining as much knowledge as possible so that we can resume caring for you, our valued patients, in a safe and comfortable environment. Infection control has always been a top priority for our practice and be assured that we will continue to take extraordinary measures to put your safety first during these challenging times.

We'd like to share with you some changes we have made in response to COVID 19. We have made these changes to help protect our patients and staff:

- Two forms will be required to be completed by each patient in order to be seen in our office. One is a COVID 19 wellness screening questionnaire and the other is an informed consent form. We will send a link of these forms to your phone when you arrive at our office.

- When you arrive to the parking lot for your appointment, a staff member will be outside to check patients in. Before entering the office, all patients’ temperatures will be taken. Patients with a temperature of 100 or higher will be asked to reschedule their appointment. We ask that all patients come into the office alone to minimize crowding and to comply with social distancing guidelines. Family members may wait in their car.

- Be sure to brush and floss PRIOR to your appointment as our brushing station is closed for now.

- Please wear your mask before entering the office and immediately sanitize your hands with hand sanitizer upon entering (we will provide).
Our office will look different when you come in. Our staff will be wearing N95 masks, face shields and gowns. We have also installed plastic barriers at our desks. You may notice a smell of disinfectant as all surfaces will be wiped down and sprayed throughout the day. We have also installed UV light air filters on the roof of our facilities to clean and purify the air in the offices.

The way we greet each other will be different than before. We may not be high-fiving, fist-bumping or hugging but we will strive to make our connection to each other strong during this time. We look forward to seeing you again and are happy to answer any questions you may have about the steps we have taken to keep you, and every patient, safe in our practice. Our staff will do their best to reach out to every patient in the coming weeks to help schedule and confirm appointments. Please feel free to call our office at 536-2223 if you have any questions.

Appointments in the office will be scheduled to allow for social distancing. We will do our best to keep waiting times to a minimum while maintaining new protocols for everyone's safety. We are also offering virtual consultations through our website. Please visit [www.hawaiibraces.com](http://www.hawaiibraces.com) for more information.

This is a dynamic situation and we are constantly making improvements to our protocols in order to keep our patients and our team safe. We thank you for your understanding and patience and look forward to seeing you again very soon!

Sincerely,

Dr. Kimi Caswell