



JEFFREY A. HOUSLEY, DDS, MS

BRENT S. DOBSON, DDS, MS

**YOUR SMILE IS OUR SPECIALTY**  
BOARD CERTIFIED ORTHODONTISTS

## **COVID-19 (Coronavirus) POLICY UPDATE as of May 1, 2020:**

Dear Owasso Orthodontics Patients,

We are beyond ready to get back to work and see everyone that we have missed so much! We hope this letter finds everyone healthy, happy and prepared to ease back into regular routines. Much has changed since we saw you last. We are all still coming to grips with the COVID-19 pandemic and events triggered by it. Everyone on the planet has been affected by COVID-19. We want to update you on our office, its measured re-opening, and the steps we are taking to ensure we do everything possible to keep our patients and our team healthy.

While our office has been closed, Dr. Housley and Dr. Dobson have been very busy researching the safest and most effective types of infection control and protocol for our patients and our team. With guidance from the Center for Disease Control, American Association of Orthodontists, American Dental Association, Oklahoma Dental Association, Oklahoma Board of Dentistry, and Governor Kevin Stitt, we will be reopening on Monday, May 4. We will be following rigorous scheduling protocols and office measures to ensure the safety and well-being of you, our patients, and the team members at Owasso Orthodontics.

We ask for your patience. We had to cancel over 1,500 appointments, and we know that there is a strong desire to get your treatment back on track as soon as possible. We will eventually, but it will not be as efficient as we are used to in our office. This benefits everyone. We will have to be very firm in our processes and procedures. They have been well-thought-out and reviewed countless times by Dr. Housley, Dr. Dobson, and our entire team.

We have already begun rescheduling patients. Our office procedures have temporarily changed and will include the following:

### Appointments:

- There will be a limited number of appointments per day. We have opened up Fridays for appointments to help spread our schedule out and get back on track with the missed appointments.
- We have been working very diligently on getting all patients that need appointments back on the schedule as soon as possible. If you have not heard from us yet, then feel free to call our office and we will get you an appointment set.
- Emergencies will continue only to be defined by pain or bleeding. For now, broken brackets do not constitute an emergency. Please NO WALK IN emergency appointments. Please call our office and we will work you into the schedule at a specific time.



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Visits:

- We will have our parking lot set up with signage for Numbered Parking Spots. When you arrive for your appointment, please pull into a spot and follow directions on signage.
- The front door will remain locked. Please text (918) 928-2026 upon your arrival. One of our team members will assist you.
- Please bring your own mask and wear it to your appointment. Federal guidelines for social distancing and wearing masks in businesses continue, so bring the mask you have been using.
- Your temperature will be taken by staff using a thermometer. If your temp is over 100 degrees F, you will be asked to leave and not return for the specified 14-day self-quarantine requirement.
- A simple questionnaire assessing your contacts, travel, and well-being will be asked of all patients and parents that accompany the patient as well. Any question indicating recent exposure to someone with COVID-19 or having signs and symptoms of the same will be asked to leave, and not return for the specified 14-day self-quarantine requirement.
- Only the PATIENT will be allowed in the office for treatment. NEW PATIENTS may be accompanied by ONE adult and will be seen in the exam room.
- Maintain the 6-foot social distancing guidelines when in the office until seated in the treatment chair.
- The tooth-brushing station will be CLOSED. Please brush before you come.
- The patient restroom will be CLOSED, so please prepare for that before arrival.
- Patients may need to rinse with a hydrogen peroxide mouth rinse at the chair.
- Patients will be seated so that they are at least 10-feet apart from each other in the office to maintain social distancing, which is one of the reasons for the fewer patients/day schedule.
- We ask for understanding while we will try to address all of your treatment needs during your visit. Individuals with multiple broken brackets may not have everything completed during this visit due to strict scheduling times.
- Patients will be escorted out of our SOUTH DOOR and around to front of building.
- Due to the backlog of patient appointments, your next appointment will be AUTOMATICALLY SCHEDULED in the appropriate number of weeks. We ask that you please try to keep this appointment time for this next appointment. If this time will not work then please call our office and we will work to try to find another time.



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- Since we are trying to accommodate as many of you as possible in the most efficient manner, you may not see your “usual” doctor for your first visit back. Dr. Housley and Dr. Dobson have the same training and are both board certified orthodontists, so you will always be in excellent hands!

Social:

- WE LOVE OUR PATIENTS! We also love to chat with you at your appointment. Please understand that conversations will be significantly reduced to allow for social distancing, running on time, disinfection of treatment chairs and instruments, etc.

Team:

- We will take the temperatures of every team member, including Dr. Housley and Dr. Dobson, immediately upon arrival at work. Any team member at 100 F or above will go home.
- Every team member will answer the health questionnaire that our patients are required to answer, and will do so every day. If any questions disqualify the team member, they will be sent home following the same procedures we are asking our patients to follow.
- Our team members may look a little different as we will have the necessary OSHA and CDC recommended Personal Protective Equipment (PPE). We will have gloves, masks, goggles and/or faceshields, and overgowns when necessary when treating patients.

Additional Measures:

- In addition to the standard OSHA and CDC recommended Personal Protective Equipment (PPE), we have installed special HEPA/UV Air Purification Units in each of the treatment areas of the office. You'll also notice other changes made to ensure the health and well-being of our patients and our team.

We are so grateful for every one of our patients, and this time away has only served to make us even more thankful for each of you. You are the life-force of our practice, and this is why we are taking your safety VERY seriously. We would ask for your patience and understanding. Expect that your treatment progress has been delayed, as has your estimated completion time. We wish that were not the case, but it is. Please forgive us as we are focusing on getting each of you back on track while not exposing our team members or patients to unnecessary risk.

If you have any questions, please feel free to call our office or call/text, Dr. Housley or Dr. Dobson directly. We love all of you, here's to your health and smile!

Warmly,

Dr. Jeff Housley, Dr. Brent Dobson, Jami, Teresa, Melissa, Kendall, Melanie, Chloe, Rylie, and Kyle