

5/8/2020

Dear Patients and Families of Nalin Orthodontics:

We hope this letter finds you and your family in good health. Our community has been through a lot over the last few months, and all of us are looking forward to resuming our normal habits and routines. While many things have changed, one thing has remained the same: our commitment to your safety.

Infection control has always been a top priority for our practice and you may have seen this during your visits to our office. Our infection control processes are made so that when you receive care, it's both safe and comfortable. We want to tell you about the infection control procedures we follow in our practice to keep patients and staff safe.

Our office follows infection control recommendations made by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We follow the activities of these agencies so that we are up-to-date on any new rulings or guidance that may be issued. We do this to make sure that our infection control procedures are current and adhere to each agencies' recommendations. For your protection, we have added several things to our already robust infection control program. We have installed Surgical-Grade HEPA-13 air scrubbers in the clinic and reception areas, we removed one of our dental chairs from the clinic area to increase the distance between chairs, and we installed partitions between the chairs, along with several other improvements.

You will see some other changes when it is time for your next appointment. We made these changes to help protect our patients and staff. For example:

- We have a COVID-19 Screening Form and a Supplemental Consent Form. These are available on our website ([nalinorthodontics.com](http://nalinorthodontics.com), on the Home page under the COVID 19 picture and also in the Top Menu, For New Patients/ Patient Forms.) Please print/fill/sign these forms and bring them with you to your appointment. You'll be asked those same screening questions again when you are in the office, and your temperature will be taken with a non-contact thermometer.
- We are implementing a "Virtual Waiting Room." We ask that when you arrive, you text us (or call) at 360-428-4979 to check in. We will text (or call) you when it's time for the patient to come in for their visit.
- We ask that if possible, only the patient enter our office to keep the number of people in the office to a minimum to increase social distancing. If the

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Andrew M. Nalin, DDS, PS  
*Specialist in Orthodontics*

forms need to be filled out onsite, a payment needs to be made, etc., please only one adult per patient.

- We have hand sanitizer that we will ask you to use when you enter the office. You will also find some in other places in the office for you to use as needed.
- We ask that everyone wear a mask while inside the office, including the patient (who will obviously remove the mask for treatment.) We have masks that we can provide for you, but we have limited PPE and it is very difficult to order PPE at this time, so we need to conserve our supplies so that we can continue to see our patients.
- You will see that our waiting room will no longer offer magazines, coffee and water, children's toys and so forth, since those items are difficult to clean and disinfect. In addition, some chairs will be unavailable so we can maintain social distancing. Again, we prefer that only the patient be present in the clinic, and family members wait in the car or the outer lobby.
- Appointments will be managed to allow for social distancing between patients. That might mean that you're offered fewer options for scheduling your appointment.
- We will do our best to allow greater time between patients to reduce waiting times for you, as well as to reduce the number of patients in the reception area at any one time.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. To make an appointment, please call our office at (360) 428-4979, and visit our website at [nalinorthodontics.com](http://nalinorthodontics.com).

Thank you for being our patient. We value your trust and loyalty and look forward to welcoming back our patients, neighbors and friends.

Sincerely,

Dr. Andrew Nalin and Team at Nalin Orthodontics