



Dear Patients and Parents:

We hope this letter finds you and your family in good health. Our community (LA County) is going on a new Regional Safer-At-Home Order taking effect this Sunday at Midnight for 3 weeks and potentially longer. **Our office being in Tier 3 of Essential Healthcare Services will remain open with our regular operating schedule.** While many things have changed, one thing has remained the same: our commitment to your safety and the high standard of your orthodontic result.

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.

These are the changes you can expect to experience at your next appointment. We made these changes to help protect our patients and staff:

- Due to CDC mandate the number of patients allowed in our office at one time has been reduced. We request parents and companions to stay in the car, downstairs lobby seating area or in the outside vicinity. If you have questions for Dr Paz please let our receptionist know and we will reach out to you during or after the appointment with a progress report. Please be aware that our reception area can only accommodate a maximum of 5 patients at a time.
- Our Building and our office require face coverings to be worn at all times.
- We have a no-touch all around office setting. As you enter the office, we ask you to please step on our Disinfectant Doormat. Once inside our staff will ask you to position your forehead in our stationary Non-Contact Infrared Thermometer. Please use the hand and sanitizer when you enter and leave the office. You will find some in the reception area and other places throughout the office.
- Our office was already equipped with PPE and instrumentations capable to prevent the spread of contagious diseases. We have now upgraded them even more including HEPA/UV Filter Air Purifiers throughout the office. Our office is disinfected 2-3 times daily using Electric ULV Fogger Sprayers.
- Sneeze Guards have been placed in order to help maintain physical separation to protect our staff and patients from potential harmful respiratory droplets and to help maintain social distancing.
- Extraoral Aerosol Suction machines have been added to our equipment arsenal. Face Shields, gowns, N95 and Level 3 masks are continuing to be used.
- Our patients are requested to wear their mask or face covering at all times in the office except when asked to remove at the chair. We request to please follow the recommended social distancing guidelines inside the office and throughout the Building.
- Appointments will be managed to allow for social distancing between patients. It is very important to be on time to your appointment or we may not be able to see you. Patients considered "High Risk" can and will be seen in our Private rooms.

- **We respectfully ask you to you give us a minimum of 48 hours cancellation notice due to the limited number of patients we can see daily to comply with Covid-19 restrictions.**

We look forward to continue to be able to provide you with our services and are happy to answer any questions you may have about the steps we take to keep every patient safe. To make an appointment, please call our office 310 822-4224. **Please visit our newly enhanced [invisiblebraces.com](https://invisiblebraces.com) website for continued updates and resources.**

Dr. Mario Paz and Team

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