

ATO's New Office Protocols/Procedures Effective June 1, 2020:

1. We will perform daily ATO staff wellness “screenings” prior to seeing our patients. Any staff member exhibiting illness will not be allowed to report to work.
2. Your safety is of highest importance to us. We will continue to practice exceptional infection control procedures. Some changes we have implemented include staff wearing full length surgical gowns for specific procedures, full face shields in combination with Level 3 surgical masks and when appropriate N95 masks. We may look different but rest assured, our staff remain dedicated to providing you with an exceptional orthodontic experience in a safe and caring environment 😊!
3. **ON/AFTER** June 1, 2020. All patients will fill out and return a “Supplement Health Questionnaire” **PRIOR** to their appointment with us. Your emailed/texted appointment confirmation will include a link to this form. Please fill this form out no later than 24 hours before your scheduled appointment. You may also go to our website: appletreeortho.com and download the Supplemental Health Questionnaire. If you are unable to access this form, please call: (603) 434-0190.
4. To limit potential disease transmission, we are asking patients to brush and floss **BEFORE** their appointment with us. Our in-office brushing station will not be available at this time.
5. When you arrive to the office please check in via text to: **(603) 493-6201. We will text you when you may enter the office.**
6. Once in the office, we will be taking patient’s temperatures with an in-office infrared (“touchless”) thermal scan. If a temperature of >100.4 is detected the patient will be rescheduled immediately.
7. We will have all patients rinse with Colgate Peroxyl (an over the counter rinse containing no alcohol) which will help to reduce bacterial/viral counts in the oral cavity. This will be provided in-office to our patients.
8. In support of social distancing requirements, we encourage parents to remain in their car during patient appointments. If your child has special needs and must be accompanied into the office, please call us ahead of time so we may accommodate you.
9. Following your child’s appointment, we will email an appointment summary. Should you have any questions about your child’s visit, please contact the office and allow up to 48 hours for us to respond to your request.
10. Following your appointment please call the office at (603) 434-0190 to schedule your next appointment with us.
11. We appreciate your patience as we do our utmost to accommodate those patients disrupted by our COVID-19 office closure. We expect call volumes to be high. If you call the office and we do not answer it is because we are on the other line with a patient. Please leave a message and we will return your call ASAP.
12. Unless you have been contacted directly by our office, assume any prior scheduled appointments have been cancelled and will be rescheduled shortly. Our appointment confirmation system will remain down until we open fully on June 1, 2020 so please write down your appointment date/time.