



## RUNNELS ORTHODONTICS

February 1, 2021

Dear Runnels Orthodontics Patients,

We hope this letter finds you all healthy, happy, and having a great 2021 already! The Runnels Team is extremely excited to embark on this new year and will carry on with making your visits as safe as possible during this COVID-19 era. We continue to take all universal precautions and follow all CDC guidelines/regulations to ensure our staff and patients' safety. As the wealth of information evolves, Dr. Runnels remains as up-to-date as possible.

We are continuing to follow rigorous scheduling protocols to maintain social distancing requirements and the safety of our patients and staff. We continue to ask for your patience, and as always we thank you for your support.

As many of you may already know, we have been managing our patient flow in the office using our text messaging system, Podium, and will continue to do so. We also have an awesome tool that we use to do virtual appointments. This tool is called Dental Monitoring and it enables us to do virtual visits with our patients! Our chairs are 7ft. apart and every other chair is a virtual appointment. This allows us to see several patients at once while also maintaining the social distancing guidelines.

Our office procedures have temporarily changed and will include the following:

### **Appointments:**

- **There will be a limit of 30 patient appointments per day, roughly half of the regular appointment load.**
- **Emergencies will continue only to be defined by pain or bleeding. For now, broken brackets and ill-fitting aligner trays do not constitute an emergency.**

### **Visits:**

- **Upon your arrival, please remain in your car and text 850-470-1566 to let us know you are here. One of our team members will text you when it is time to come in and they will greet you at the front desk.**
- **Please plan accordingly as there is only ONE adult allowed to accompany the patient. Absolutely no other family members or friends will be allowed inside.**
- **Please expect to have your temperature taken by one of our team members. If your temperature is above 100.4 degrees, you will be asked to leave and return after the allotted 14 day self-quarantine requirements.**

- 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.
- Our tooth brushing station will not be available for use so plan ahead and please brush before your appointment. The patient restroom will be closed.

## **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. ect
- We will not be providing our coffee/tea/hot chocolate station or any snacks while in the re-entry to normalcy time.

## **General**

- You will find upon arrival that our furniture has been rearranged. You will also notice other changes made to ensure the health and well-being of our patients and our tem

We are so grateful for each of our patients and their understanding during this time. Our patients are what complete the Runnels team and this is why we take your health/safety very seriously.

If you have any questions, please call or text us at 850-470-1566.

Here's to everyone's health and all of our smiles!!

Best regards,

Dr. Runnels and Team

**Destin: 4399 Commons Drive East, Suite #100-A, Destin, FL 32541**  
**Inlet Beach: 12805 US Hwy 98, Suite #H202, Inlet Beach, FL 32461**  
**Grayton Beach: 1394 Co. Hwy 283 Sth Building 9, Santa Rosa Beach, FL 32459**

**[www.runnelsortho.com](http://www.runnelsortho.com)**  
**850-252-8139**