

## **Office Update**

### **Thursday, April 23, 2020**

Hello everyone,

It has been a while since we have checked in and just wanted to let you know that we are thinking about you and working hard to be ready when the shelter-in-place mandate is lifted. We are having regular meetings with our staff to make sure that our already world class infection control measures are taken to even higher levels as your safety is our top priority.

One thing we would like to highlight right now is how we are handling scheduling as it is by far the most common question we are getting. Unfortunately, we are unable to reschedule because of the uncertainty surrounding when the state will give us the go ahead to see patients for reasons outside of emergencies. What we have done is create a list of everyone effected and we will text and call that list once we are able to begin scheduling again. There is no need to contact the office as we will continue to reach out to you, when the time comes, until we have an appointment in the books. Below we have included a FAQ to help answer some other common questions.

We greatly appreciate all the kind text messages, emails and conversations that we have had with you during this difficult time and your continued understanding means a lot to us. We hope and pray that you and your families are safe during this time and look forward to being able to see you again!

-Braces by Garcia Team

FAQ

#### **How can I reach Braces by Garcia?**

Even though our office is functioning on a limited basis, we are still available by text, phone, and email. Currently our hours are Monday through Thursday 8am – 3pm.

#### **I have a pokey wire or a broken bracket. What should I do?**

Please call or text us. We are seeing orthodontic emergency patients by appointment only as needed.

#### **I have an appointment scheduled in April or May. Will I still have this appointment?**

We are waiting for recommendations from the Governor, ADA, CDA, and CDC as to when we will fully reopen. As of now we will not be able to see regularly scheduled appointments indefinitely. Once we have a reopening date we will reach out to all patients whose appointments have been effected. At this time there is no need for you to contact us about rescheduling, we have a list and will text and call you until your appointment has been rescheduled when the time comes.

#### **Will this slow my treatment down?**

If you have braces, the answer is probably. If you have clear aligners, the answer is more than likely no. Depending on how long the mandated closure lasts, it could potentially add 2-3 months to your treatment time. Upon our return we will do everything we can to expedite your treatment while still providing the quality results we are known for.

#### **I was scheduled to have my braces removed. Can I get them off during this time?**

Removal of braces does not qualify as an orthodontic emergency; therefore, we cannot remove braces during this time. We will do our best to reschedule you as soon as possible upon our return.

#### **I need more rubber bands. Can I get more?**

Yes, please text or call us and we will assist you.

**Should I stop wearing my clear aligners?**

No, please continue to wear your aligners. If you reach your final aligner, wear it until your next appointment.

**I lost my retainers. Can I get new ones?**

Yes, please text or call us and we will assist you.

**Text or Call (951) 296-5100      Email: [staff@bracesbygarcia.com](mailto:staff@bracesbygarcia.com)**

**We are here for you!**