

Patient Instructions During COVID-19 Outbreak

Please read the following information carefully. It contains instructions for procedures we need our patients and responsible parents/family members to follow in order to get started with treatment again.

Before your appointment:

You will receive several texts or emails in advance of your next appointment, if you have not already. They will indicate a suggested appointment date and time, a short **CONSENT FORM** for you to submit, and a short **COVID-19 HEALTH SCREENING** questionnaire.

- For your next appointment, we will send a text, email, or voice reminder depending on the messaging preference you have requested. Please follow the instructions with that message to confirm or cancel that appointment. Please pay close attention to which office you are scheduled for, Normal or Lincoln. If you cancel the suggested appointment date, we will call you to set up a time that works better.
 - You will receive a message with a link for the CONSENT FORM that informs you of the risks associated with receiving dental care during the COVID-19 outbreak. You will only need to submit that form one time. Once you click “submit”, the form will automatically be sent to our practice management software and stored in the patient’s digital chart.
 - You will receive a text, voice, or email reminder as usual a day or 2 before your next appointment, and for all future appointments. The text will include a confirm or cancel option, along with a link for a short COVID-19 HEALTH SCREENING form. You will need to confirm or cancel the appointment, AND click the link to the screening form to submit it for each appointment for the foreseeable future. Don’t worry if you miss submitting the form electronically, however. We can ask the screening questions when you come to the appointment. Submitting the form ahead of time when you confirm your appointment, however, will save you and us a little time.
- When you arrive at your appointment, please call the office (309 452-7445 for Bloomington, 217 732-1073 for Lincoln) or text the office texting number (217 731-4112) to let us know you have arrived.
 - Stay in your car until we invite you in.
 - No guests will be allowed in the office. Minors will be allowed 1 parent/guardian.
 - We ask that you bring and wear a mask throughout your entire visit except when we are working in the mouth.

During your appointment:

- Touchless temperature will be taken; a forehead temperature above 100.4, COVID-19 symptoms, or exposure to a person with confirmed COVID-19 will necessitate rescheduling the appointment.
- Everyone entering the office will be asked to use hand sanitizer or wash hands upon entry.
- A pre-rinse with Peroxyl mouthwash will be offered to minimize the presence of oral pathogens.
- When the appointment is finished, staff will make the patient's next appointment and ask the patient to confirm with a parent or driver that the next appointment date is acceptable after exiting the office. Please be on the lookout for the appointment card we send with the patient and make sure this next appointment date and time is acceptable. If not, please call us right away to choose a different time for the next appointment.

Payments

- We are strongly encouraging remote options for making payments. We suggest the following options:
 - Set up automatic monthly withdrawals from a bank or credit card account
 - Use the online Patient Portal feature which you can set up by visiting our website at www.sugarcreekortho.com
 - Call our office to pay by credit card over the phone
 - Mail a check to either office location. (We have an exterior mailbox at the Lincoln office where you can deposit a payment.)
- Of course, we will also take payments in the office if necessary. Please don't hesitate to contact us if you have any questions about these payment options.

Virtual Appointments

- Some of our appointments can be done remotely by computer, such as consultations and retainer checks. We are in the process of getting this option set up for the appropriate types of appointments.

We look forward to getting back to creating beautiful smiles for our patients!!