

Dear Patients and Families of Orthodontists Associates of WNY,

The doctors and staff at Orthodontists Associates of WNY are processing all of the ongoing and changing information and recommendations from the experts in our field and our governing bodies regarding COVID-19 (Corona Virus). At this point, the American Dental Association, the New York State Dental Association, Centers for Disease Control and others are suggesting we as dental providers, postpone elective dental care and limit ourselves to emergency appointments. As healthcare providers and community members, we must all do our part to slow the spread of this virus.

We are currently working to develop the ability to see new patients and existing patients virtually to avoid in office appointments. This decision is not one that comes easy, but we feel obligated to protect our patients, and our staff, and to also help “flatten the curve” by reducing the spread of this virus. Tentatively we will be rescheduling future appointments to begin April 20<sup>th</sup>, understanding this is a very fluid situation that is changing daily.

Communication will be very important during this time, and we will do our best to inform everyone as things change, but we also ask for your help and patience with this as well. We will be available to reschedule non-emergent appointments, and understand that there may be some postponements of appointments that our patients were likely looking forward to (braces off, etc.). We understand the inconveniences that this will be causing for everyone and will do our best to help mitigate those.

Again, as healthcare providers and business owners, this decision was a difficult one, but we must all work together to fight the spread together, and we believe this is a necessity to do our part.

With our Thanks and gratitude during this difficult time,

Drs. Colarusso, Hietanen, Dusel and Staff

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