



Peter M. Greco, D.M.D.
Alexandra K. Greco D.D.S.

The Benjamin Franklin House
834 Chestnut Street
Mezzanine Level, Suite M209
Philadelphia, PA
19107
215.955.8802

The Times Building
32 Parking Plaza
Suite 804
Ardmore, PA
19003
610.649.3535

Our Dear Patients and Families,

We hope this letter finds you and your family happy, healthy and prepared to ease back into normal routines. We are beyond ready to get back to work and see everyone that we have missed so much! While many things have changed, one thing has remained the same: our commitment to you. We want to update you regarding our office, it's measured re-opening and the steps we are taking to ensure we do everything possible to keep our patients and our team healthy.

As we help you create your best smile, a clean, safe environment has always been a top priority for our practice. You may have noticed this during your visits to our office. Our office follows infection control recommendations developed by the American Dental Association (ADA), the U.S. Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA). We closely follow the directives of these agencies to make sure that our infection control procedures are current and adhere to each agencies' recommendations as well as all mandates from the State of Pennsylvania.

We are beginning to reschedule everyone on a first-cancelled, first-rescheduled basis, which is efficient and will serve everyone equally. We know that there is a strong desire to resume treatment as soon as possible, and we are working diligently to do so. Please wait for our office to call you to reschedule your appointments. We have a comprehensive list of every cancelled appointment including the day and time.

You will see some changes when it is time for your next appointment. These are intended to help protect our patients and staff as well as to make sure we are following mandates from the State of Pennsylvania.

- Please complete the simple Greco Orthodontics Updated Questionnaire just before your appointment at the link below (copy and paste into your browser):
<https://forms.gle/aQQk4ysM64BGymGB8>
- Before leaving home for your appointment, please make sure you brush your teeth (for 2 minutes) and avoid eating afterward. Please wash your hands (for at least 20 seconds). Sinks in the office will only be used for handwashing. No toothbrushing will be permitted.
- We will call you when we are ready for you in the office in order to decrease traffic in the waiting room, so please wait in your car or outside if possible with your phone on you before you appointment.
- We are asking that ONLY the patient enter the building for appointments. If your child is unable to attend the appointment alone, ONE parent or guardian may accompany them, but we are mandated to require that all patient and non-patient visitors wear masks while in our building. Please bring your own mask as we have a limited supply of masks.
- Once inside the foyer, you will be greeted by a clinical assistant who will be using a thermometer to take the patient's temperature. If the recorded temperature is over 100.4° F, we will have to reschedule the appointment.
- We have hand sanitizer that we will ask you to use when you enter the office.



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- Appointments will be managed to allow for social distancing between patients. The waiting room furniture will be rearranged to allow for social distancing.
- We ask for your understanding while we try to address all of your treatment needs during your visit. Individuals with *multiple* broken brackets *might not* have everything completed during this visit due to strict scheduling demands.
- If parents so desire, your child may use their cell phone to record a quick video update from one of the doctors at the end of the visit. As always, please feel free to call the office back after the appointment if further clarification is needed.
- In addition, each of the doctors and staff will have their temperatures taken at the beginning of the day. Anyone with a temperature above 100.4° F will go home. You will notice that we will be wearing additional PPE during this time.
- Clinical and non-clinical areas will continue to be frequently disinfected **above and beyond** all recommended standards.

We look forward to seeing you again and are happy to answer any questions you may have about the steps we take to keep you, and every patient, safe in our practice. Please email any questions to grecoorthodontics@gmail.com (yes, our email has changed!).

Thank you for your trust in our care. Our time away has made us even more thankful for each of you. This is why we are taking your safety very seriously. We value your loyalty and look forward to welcoming back our patients, neighbors and friends.

With warmest regards,
Drs. Alexandra and Peter Greco and Staff