

Dear Patient,

Governor Ivey announced on Friday a mandate stay at home order effective until April 30<sup>th</sup>. In the previous email I sent out on Thursday, I was going to try to manage all of you via telemedicine and medication until April 17<sup>th</sup> to try to reduce your exposure and our office personnel's exposure. However, there will be some of you we will not be able to maintain for that long of a period of time without seeing you. We will need to see you to either deliver necessary dental appliances for your treatment or necessary trigger point injections to keep you from regressing in your pain syndrome. Governor Ivey does state in paragraph 14b of the mandate "Dental, medical, or surgical procedures necessary to avoid serious harm from an underlying condition or disease, or necessary as part of a patient's ongoing and active treatment" are permitted. Therefore, we will be seeing patients who feel like it is necessary to be seen in office so they will not regress in their pain. If you would like to wait until Governor Ivey lifts the mandate, we completely understand. We will maintain those of you who do not want to come in the office via a HIPAA approved telemedicine program called doxy.me. It is very user friendly.

### **Patients being seen in office**

We will stick to the below strict guidelines in our office to help limit everyone's exposure to COVID-19:

1. We will schedule patients so no patient is in the office at the same time as other patients.
2. Once arriving to our office, please remain in your car. You will text or call us at (205)874-9699 to let us know you are at our office. One of us will come to your car to take your temperature and ask you a series of questions.
3. No one can accompany you inside our office during your appointment.
4. When you enter our office you will be asked to wash your hands thoroughly for 20 seconds and rinse your mouth with a 1% peroxide rinse.
5. We ask you to refrain from touching anything in our office. This includes door handles. We will keep all interior doors open to be able to help prevent this.
6. We ask you use the restroom before you leave your house to prevent patients from using the restroom in our office. If a patient has to use the restroom, we will completely disinfect as many surfaces as we can to limit anyone's exposure.
7. If you use a pen to sign anything in our office it will be yours to keep. Please do not hand it back to us. We will be using cardboard as clipboards so we can dispose of them after every use.
8. We will completely disinfect all surfaces possible between patients in each operatory. All disinfection in our office will be done with hospital grade & dental grade disinfectant. This is a disinfectant we have always used. It has been approved for these types of viruses.
9. I will be the only one in contact with you at your appointment. If any money is owed on your treatment plan, you will hold your credit card and swipe it in our Square while I hold the iPad so I am not handling your card and you are not touching our iPad.

**Patients being seen via telemedicine**

We will send you a link to doxy.me. Please make sure you access it with either your **updated** Smart Phone or on your computer via **Chrome** or **Safari** (only).

I know these are different times and not something any of us ever thought we would have to experience. We look forward to helping you in your treatment but we do want to keep all exposure at a minimum. Any appointment you had in the future is **NOT** on the books anymore because we could not follow our above guidelines with the way the appointments were scheduled prior to COVID-19. Again, please contact us immediately to set up your appointment **whether onsite or telemedicine**. You can call us, email me directly, or email Janet [info@tmjandsleepsolutions.com](mailto:info@tmjandsleepsolutions.com).

Sincerely,



Amy G. Hartsfield, DMD,  
Diplomate, American Board of Dental Sleep Medicine  
Diplomate, American Board of Orofacial Pain  
Added Qualification in Headache