

Dear Flanagan Orthodontics Community,

We wanted to reach out personally regarding the current situation with the novel coronavirus, known as COVID-19. Each day brings new developments and our hearts go out to all affected. Please know that we are monitoring the situation closely.

At Flanagan Orthodontics, we are doing our part to keep safety a priority for everyone. You have placed your trust in us to oversee the oral health of you or your family member, and we take that job seriously. We want you to know we are doing our best to protect everyone from continuing viral spread of COVID-19.

We are monitoring directives that are issued to us by the state of Illinois and Winnebago County and other national organizations including the CDC, and the American Dental Association as they evolve. As you are probably well aware of, many businesses, group gatherings, etc. have been told to close/cancel/postpone until the end of March to help minimize the spread of COVID-19.

Our state dental organization has issued an advisory for all dental offices to follow suit with state recommendations on closures and close for routine procedures from now until March 31<sup>st</sup>. We are to remain available for emergency procedures only. This is being done to help prevent the spread of COVID-19.

**As healthcare providers, we feel it is our duty to do our part to help prevent the spread, so we will be closing our office to all appointments except emergencies from March 16<sup>th</sup>, 2020 through March 31<sup>st</sup>, 2020. If you or your child are experiencing any problems with your orthodontic appliances, please call Dr. Flanagan at 815-978-9263. Do not come to the office without a scheduled appointment.**

The landscape involving the COVID-19 outbreak is evolving and changing rapidly at this time. We will continue to update our Facebook page with relevant information for the families in our practice as developments occur, so please check it frequently for updates.

We are diligently working to contact everyone to cancel appointments. At this time, we are not re-scheduling in order to maximize our time calling all of those effected by our closure. We will re-schedule as soon as we are able to.

We apologize for any inconvenience this may create and appreciate your understanding during this unique and difficult time. We are here to serve you and feel this is the best course of action given the current situation. Thank you for all of the support and trust you have placed in us over the years and can't wait to see all of your smiling faces when this is over.

Sincerely, The Flanagan Orthodontics team