



**UPDATED March 23, 2020**

**Penna Orthodontics to administer only urgent/emergency care until April 6.**

To the Penna Orthodontics Family -

As the COVID-19 virus has impacted our community, our families, and our daily lives, the main focus of Penna Orthodontics is the health and well-being of our patients, our families and our employees. At this time, the Delaware State Dental Society strongly recommends that all Delaware dentists and dental specialists limit their practices to only urgent/emergency care until April 6, 2020.

Beginning March 24, Penna Orthodontics will be open for emergency calls and will schedule individual appointments, as needed, for emergency care.

If you have any questions or concerns with regard to your treatment, please contact the office. Dr. Penna will be happy to set up an appointment to connect with you via FaceTime, WhatsApp or Zoom.

We appreciate your patience and understanding during this unprecedented period.

Stay Safe & Be Well!

Dr. Penna and Your Team at Penna Orthodontics

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**March 17, 2020**

**Penna Orthodontics Offices will be CLOSED through March 23**

To all Patients, Families and Friends of Penna Orthodontics,

As we stated in our note to you this past Monday, we are dedicated to your health and safety as we prepare ourselves for the local impact of the COVID-19 pandemic. As of today, the Delaware State Dental Society has issued the following recommendation that:

*“All Delaware dentists limit their practices to emergency care only, until March 27, 2020.”*

As a result, we have decided to cancel the next two days of routine patient care and we will be contacting those patients to reschedule their appointments. We also plan on running a modified schedule for the following week unless instructed otherwise. As always, we will continue to field emergency calls while closely monitoring the Federal and State treatment recommendations.

We all know that the COVID-19 pandemic is likely to disrupt our daily lives for the near future. We sincerely appreciate your understanding as we navigate through these challenging times.

Sincerely,  
Dr. Penna and the Penna Orthodontics Team

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**March 15, 2020**

Dear Patients, Family, and Friends of Penna Orthodontics,

In this unprecedented time, I wanted to take a moment to assure all of you of the steps we are taking at Penna Orthodontics to keep our patients, families, and team members safe.

**We are dedicated to your health and safety.**

We understand you may have concerns about Coronavirus, also known as COVID-19. As you may be aware, many of the local schools have decided to close for two to three weeks beginning Monday, March 16 or until further notice. Public health officials and the CDC have shared that they do not have concrete evidence that the closure of schools slows the spread of the Coronavirus, however, we at Penna Orthodontics want to make sure that we do everything that we can to protect our patients, their families, and our team members.

We have always taken pride in our procedures to keep the office clean with regular and thorough cleanings. Please note that we disinfect the treatment chairs and counters in every room after each patient and sanitize all the counter tops and waiting room chairs every hour.

Our goal is to minimize the possibility of exposure and also continue to provide the uncompromised service and orthodontic treatment that all of our patients deserve!

With your safety in mind, please note the following:

- If a patient or a family member is currently experiencing any flu-like symptoms (fever, body aches, sore throat, runny nose, cough), please contact our office at (302) 998-8783 so that we can reschedule your appointment – PLEASE DON'T COME IN IF YOU ARE SICK!
- If you have recently travelled to a high-risk area (China, Seattle, Europe) or have been in contact with a suspected carrier, please call to reschedule your appointment.

- ***We ask that only patients (and necessary parent/guardian) come into our office.***  
Please arrange that all siblings, friends, or additional family members wait in the car or stay at home. To maintain as sterile an environment as possible, we need to limit the traffic in and out of the office.
- To prevent cross-contamination, we have suspended water, coffee, magazines, Wii, X-Box, and computers until further notice.
- If your next appointment is a retainer check and everything is fine, please call and we will reschedule you for a future date.
- If you have additional Invisalign® aligners to be delivered and do not require the placement or removal of attachments, we can have these mailed to you or you can pick them up at our office without a clinic visit if you wish.
- We will continue to perform regular adjustments to your braces and handle any comfort adjustments as needed.
- The placement of new braces or Invisalign attachments, or the scheduled removal of braces will continue as well.
- New patient initial visit appointments will continue to be performed in our private examination room.

If you have any concerns or feel uncomfortable about a visit to our office, we certainly understand and will be happy to assist you in rescheduling your appointment. Please understand that the current situation is going to be very disruptive to just about every aspect of our lives for a while. At Penna Orthodontics, we will do our best to minimize any inconvenience that may occur to the best of our ability.

Thank you so very much for your understanding,  
Dr. Penna and the entire Penna Orthodontics Team