

Subject: From your Orthodontist, Please Read

Dear Marda Loop Braces Family and Friends;

Hi! This is Dr. Chen checking in all my patients. I trust that we all agree, this past week has been strange and new for everyone. As we continue to practice social distancing, I'd like to this opportunity to connect a little closer, even if it's online, and to let you know that you can reach out to me.

We are living this through week by week and I just wanted to let you guys know that I'm here working remotely every day, and that in this past week we've been responding to email questions from you. It's proven so far to be quite effective to have photos sent over to me for treatment questions so that I can directly assess and provide guidance. So please continue to do that as needed – you can follow the sample diagrams below.

In addition, I would like to open up virtual online meetings with my patients for certain orthodontic appliances such as an **Upper Expander (RPE), Carriere appliance or Facemask**. If you were due for an appointment in the week of March 17th to March 20th, please schedule an appointment with me via the link below so I can check in on your progress and let you know your next steps going forward. To start, I've opened up Tuesday, March 24th and March 31st to ZOOM meet with my patients and I will increase these days as needed.

Schedule Your Zoom Meeting Time by clicking the following link:

<https://app.acuityscheduling.com/schedule.php?owner=13845001&appointmentType=13658923>

For all other patients, if you do have any questions or concerns regarding your treatment, a photo really does speak a million words, so please continue to send me e-mail inquiries as this leads to the fastest response.

INVISALIGN PATIENTS: If you are receiving new trays in April, I am working to redesign these trays so you will be able to pick them up in the case we cannot see you, so that you can continue to make progress in your treatment. For others who are running low on trays, please let me know at info@mlbraces.com so that I can work on designing additional trays for you.

For Braces & Invisalign Patients: If you are **running low on your Elastics and Aevo gel supplies**, I can stop by the office from time to time and have these ready for pick up outside our door. So kindly email me at info@mlbraces.com to let me know. If you have questions about your elastics, you can send me 3 photos as seen below so I can let you know if you need to continue with your elastics or modify them.

Photo Guide (Use fingers, spoons, or cheek retractors from Speak Out Board Game to help):



And finally, THANK YOU for all your love and support. We ask that you trust our approach and know that we will get through this together. I appreciate all your patience and understanding and know that I am here for you as well.

Sincerely,

Dr. Andrew Chen