

Update for Our Valued Patients – April 21, 2020

Following recommendations from the American Dental Association and the Centers for Disease Control (CDC) our offices have postponed elective procedures until May 4th, at the earliest, in response to the spread of the coronavirus disease, COVID-19, across the country.

[To schedule a consultation by phone or video, please click here.](#)

Concentrating on emergency dental care will allow us to care for our emergency patients and alleviate the burden that dental emergencies would place on hospital emergency departments.

We will continue to follow the direction of The U.S. Centers for Disease Control and Department of Homeland Security, which have categorized healthcare as a critical infrastructure industry, in addition to the food supply and pharmaceutical industries.

At Burluson Orthodontics at Pediatric Dentistry, we have a special responsibility to maintain our commitment to patients with dental emergencies. You can count on us to be here for you and provide you with frequent updates and recommendations during these unprecedented times.

It's critical that we all do our part to slow the spread of the coronavirus.

Here's What We're Doing Differently:

- All elective procedures have been postponed until May 4th or later.
- If you have a dental emergency (pain, swelling, infection, broken or poking orthodontic wire or appliance) please call our office at 816-741-5311. Our phones are answered 24 hours per day and our specialists are ready and available to assist you.
- New and existing patients with dental pain will be seen in accordance with existing social-distancing, infection control and temperature screening protocol established for our offices.
- New and existing patients without dental pain are asked to postpone in-office appointments until May 4th or later. If you have questions or special requests, you are invited to call 816-741-5311 and schedule a remote tele-health consultation with one of our specialists.

Update for Our Valued Patients

** Originally posted March 16, 2020*

** These recommendations have now been modified as of March 17, 2020*

The CDC recommends using “social distancing” whenever possible as an effective way of decreasing the likelihood of transmitting coronavirus. The agency has updated its definition of social distancing to mean “remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approximately 6 feet or 2 meters) from others when possible.”

With this advice in mind, we are implementing these new steps in our practice:

- We will schedule emergency appointments to minimize possible contact with others and ask that only one parent or guardian accompany the patient into the office. You will be taken to a private treatment room and the temperature of the patient and the parent guardian will be recorded. In response to the spread of the coronavirus, we ask that our reception room remains empty at all times. You might be asked to wait in your car until the doctor and assistant are ready to see you for a dental emergency. Please follow all instructions closely and call our office at 816-741-5311 for more details.
- We are making video conferencing available to some patients who are able to be evaluated via smartphone, tablet or laptop computer equipped with a camera and we are actively reaching out to those patients who qualify for a tele-health visit with one of our doctors.

Update for Our Valued Patients

** Originally posted March 11, 2020*

** These recommendations have now been modified as of April 21, 2020*

Just like you, we are closely monitoring new developments regarding COVID-19 (coronavirus). The health and safety of our patients and employees is of the utmost importance. We are committed to doing everything we can to maintain a safe and comfortable experience when you visit one of our clinics at Burluson Orthodontics & Pediatric Dentistry.

Therefore, we'd like to inform you of the clinical infection control guidelines and universal precautions we've always taken in our offices, since opening our doors in 2006. Because we work in the mouth for a living and in very close proximity with our employees, infection control is something we've always taken very seriously. We didn't become the leader in our area by maintaining the status quo; you can count on us to be a dental and orthodontic leader in meeting the challenge of the coronavirus.

What We Are Doing Differently:

We have implemented several new policies and procedures, which follow recommendations from the U.S. Centers for Disease Control and Prevention (CDC) and the Missouri Department of Health and Senior Services (DHSS). In addition, Burluson Orthodontics and Pediatric Dentistry has independently engaged our affiliations with St. Luke's Hospital and Children's Mercy Hospital, in order to stay up-to-date with these leading regional healthcare facilities and their recommendations and practices for the safety and comfort of all our patients and employees in the region.

We are in constant communication with our employees to reinforce our sanitization safety procedures in both patient-facing and employee-only areas. We are sanitizing high-traffic public areas at an increased frequency.

- Hand sanitizers are located throughout our facilities. Sanitizers are refilled and checked regularly.
- Public touch points, such as door handles are cleaned multiple times daily. **At this time, we ask that emergency patients check in with our office at 816-741-5311 prior to entering the building.**
- In addition to our world-class standards of instrument sterilization, disinfection and clinical cleanliness, we are also committed to disinfecting anything regularly affected by the human touch. Every commonly-touched surface will be disinfected throughout the day.

All our clinics have implemented hand washing and sanitizing procedures to take place multiple times during each employee's shift.

- All employees are instructed each day on correct hand sanitizing procedures.
- Our administrative and phone support team is operating under our contingency plan and working remotely.
- Clinical employees are instructed to wash hands before and after every patient appointment.
- Proper procedures are posted in all employee-only work areas.

All Burleson Orthodontics & Pediatric Dentistry employees are prohibited from reporting to work with a respiratory illness that can be transmitted to others.

- Burleson Orthodontics & Pediatric Dentistry has instituted a new Employee Sick leave policy which offers 14 days paid sick leave to all employees, including part-time and hourly employees, in order to ensure employees who are ill remain home.
- Employees insured by the company have access to healthcare, many of whom also have access to a 24-hour telemedicine provider.
- If any employee were to be diagnosed as having coronavirus, they would be placed on a Medical Leave of Absence and would be paid for the duration of physician-mandated treatment.
- All emergency-dental employees operating under our contingency plan are instructed to take their temperatures twice per day; once before leaving home and once upon returning home from work. Any employee with a temperature of 100°F or higher will not be permitted to come to work.

For patients who feel unwell, we have detailed protocols developed in partnership with the American Dental Association (ADA) and Centers for Disease Control (CDC).

- All elective procedures have been postponed until May 4th or later.
- If you have a dental emergency (pain, swelling, infection, broken or poking orthodontic wire or appliance) please call our office at 816-741-5311. Our phones are answered 24/7/365 and our specialists are available to assist you.
- New and existing patients **with** dental pain will be seen in accordance with existing social-distancing, infection control and temperature screening protocol established for our offices.
- New and existing patients **without** dental pain are asked to postpone in-office appointments until May 4th or later. If you have questions or special requests, you are invited to call 816-741-5311 and schedule a remote tele-health consultation with one of our specialists.

We want you to not only receive exceptional health care but also to enjoy your visit with us. We assure you we will be attentive and vigilant so you can receive safe and comfortable emergency dental care in our clinics.

For future updates on what we're doing in health safety, please call our office at 816-741-5311, email us at info@burlesonortho.com or visit us online at BurlesonOrthodontics.com/covid-19

Sincerely,



Dustin S. Burleson, DDS, MBA
Founder, Burleson Orthodontics & Pediatric Dentistry